

Jade Guinoiseau

Technical Writer

Ottawa, ON

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343-202-1867

[Portfolio](#)

Work Experience

Synopsys, Ottawa, ON

- **Technical Product Publications Engineer** (May 2025-Present)
 - Audit engineering inputs and validate customer-facing documentation, improving content accuracy and reducing errors across published materials.
 - Create custom technical diagrams and circuit block diagrams using Microsoft Visio by collaborating with subject matter experts and adhering to documentation publishing standards.
 - Investigate, track, and resolve documentation-related change orders using Jira, a bug-tracking software.
 - Format and standardize circuit specification documents in collaboration with engineers, ensuring consistency across technical specifications.

Paul Davis Ottawa, Ottawa, ON

- **Compliance Coordinator** (November 2023-July 2024)
 - Co-led daily production meetings with sales, estimating, and mitigation teams, ensuring effective communication of projects and supporting cross-departmental collaboration.
 - Conducted weekly meetings with project managers to thoroughly review all jobs at each sales stage, increasing project tracking and oversight.
 - Monitored key performance indicators and generated detailed reports, enabling data-driven insights for performance improvement initiatives.
 - Facilitated administrative tasks and coordinated vendor dispatching for the sales team, improving workflow efficiency.
 - Provided ongoing communication to homeowners, tenants, and property managers, identifying and mitigating potential issues through weekly check-ins.
- **Administrator, Scoping and Estimating Team** (February 2023-November 2023)
 - Developed and maintained organized spreadsheets to track all estimates and revisions, improving accuracy of project data.
 - Created custom price lists based on local material costs and repriced all estimates monthly, providing valuable feedback to adjust estimate pricelists.
 - Acted as the primary point of contact between the estimating department and other departments, supporting communication and collaboration across teams.
 - Streamlined document management systems, boosting accessibility and ensuring quick retrieval for estimating team members.
- **Administrative Assistant** (February 2022-February 2023)
 - Processed insurance claims and guided customers through intake process, efficiently setting up files in restoration management software.
 - Maintained subcontractor list by filing insurance documents and coordinated outreach efforts to onboard new subcontractors.

- Oversaw on-call system for new claims received after office hours which ensured prompt response and 24/7 support for customers.
- Compiled and updated job records in customer relationship management software, preserving data accuracy to support project management.

Strive Physical Therapy & Sports Rehabilitation, Mount Laurel, NJ

- **Physical Therapy Technician** (May 2021-January 2022)
 - Demonstrated proper use of equipment and exercise routines to patients, ensuring their understanding and compliance with therapy protocols.
 - Assisted with patient transport in walking or using assisted devices, prioritizing their safety and comfort during mobility.
 - Prepared and applied therapeutic modalities, such as E-Stimulation and hot/cold packs, to patients, facilitating pain relief and promoting recovery.

Vision Solar LLC, Blackwood, NJ

- **Permitting Specialist** (September 2020-May 2021)
 - Filed and submitted permit applications to various jurisdictions, complying with regulatory requirements and ensuring application accuracy.
 - Organized reports and data sheets to improve workflow efficiency and monitor daily goals in a high-volume environment.
 - Handled data entry in Salesforce, a customer relationship management system, maintaining accurate records to support project tracking and management.
 - Coordinated with local government offices to resolve application issues, expediting approval processes and reducing permit delays.

Education

Algonquin College, Technical Writer Graduate Certificate, 2024-2025

McGill University, Bachelor of Arts, Art History, 2020

Skills

Software

Communication/Editing Tools: MadCap Flare, Adobe (InDesign, Acrobat), Microsoft (Word, PowerPoint), Google Suite
 Data Management: Microsoft Excel
 Document Management: SharePoint, Confluence
 E-Learning: Adobe Captivate
 Markup: Markdown, HTML
 Project Management: Agile, Jira, Microsoft Project
 Source Control: GitHub, Perforce
 Video/Graphics: Adobe Illustrator, OBS Studio, Microsoft Visio, Canva

Technical Writing

Instruction Sets
 Instructional Design Plans
 Proposals
 Technical Description
 Training Materials
 Tutorials
 User Manuals
 White Papers

Language

English – native

French – intermediate