

Jade Guinoiseau

Technical Writer Student

Ottawa, ON

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[Portfolio](#)

Education

Algonquin College, Ottawa, ON — [Technical Writer Graduate Certificate](#), 2024-2025
Dean's Honour List — 4.0/4.0 GPA

McGill University, Montreal, QC — Bachelor of Arts, Art History, 2020

Work Experience

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 price-lists
- Acted as the primary point of contact between the estimating department and other company 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 new insurance claims and guided customers through intake process, efficiently setting up files in restoration management software for claim handling
- 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
 - Maintained a clean and organized treatment area, ensuring a safe environment for patients and optimizing clinic workflow

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 the 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

Volunteer

Furry Tales Cat Rescue, Ottawa, ON

- **Content Editor** — September 2024-December 2024
 - Reviewed and edited content for social media to refine grammar and tone
 - Collaborated with social media writers to give constructive feedback on edits to ensure timely publication

Ottawa Chinese Community Service Centre, Ottawa, ON

- **Editor** — August 2024-Present
 - Reviewed nonprofit’s website for errors and content from a non-native English team, ensuring clarity and accuracy in the evaluation submitted to the board

Skills

Software

Authoring tools: MadCap Flare, InDesign, Microsoft Suite
Editing: Acrobat, Google Docs
Document management: SharePoint
Markup: Markdown, XML, HTML
Microsite: Docusaurus
Project management: Agile (Scrum, Kanban), Jira
Source control: GitHub
Video/graphics: OBS Studio, Monosnap

Technical Writing

Instruction sets
Proposals
Technical descriptions
Training materials
Tutorials
User manuals
White papers

Language

English — native French — intermediate