

SUMMARY

- ✓ **Senior Communications Specialist**
- ✓ **Instructional Designer/Developer**
- ✓ **Project Coordinator and Trainer**
- ✓ **SharePoint Designer/Developer**

MAIN TOOLSET

Word (expert), PowerPoint (expert), Excel (advanced), Access, SQL Server; Adobe FrameMaker, Creative Cloud Suite, Fireworks; WordPress, SharePoint, HTML/CSS/JS, Markdown and Pandoc; Google Analytics and Digital Marketing, Instructional Design, Articulate 360, DITA, Oxygen XML Author and Editor, MadCap Flare, GitHub, GitBook, DocFX, Jira, Confluence. Familiar with SEO/SEM, Hootsuite, RStudio, Power BI and MySQL Workbench.

WORK EXPERIENCE

Ingram Micro Cloud

TECHNICAL WRITER/EDITOR/SHAREPOINT DEVELOPER (01/2022 – PRESENT)

- Reviewed and revised 24 security policies into security standards.
- Content strategist and principal developer of SharePoint Intranet.
- Authored articles in Confluence and SharePoint from Jira sprints.
- Authored, reviewed, revised, and published internal communications.
- Documented Microsoft Dynamics 365 for Marketing in Irvine, California.

City of Toronto Parking Authority

TECHNICAL WRITER/EDITOR (07/2020 – 04/2021 CONTRACT)

Converted, updated, reviewed, revised Standard Operating Procedures for attendants and supervisors.

Moody's Analytics/GGY AXIS

TECHNICAL WRITER/COMMUNICATIONS SPECIALIST/LEARNING DESIGNER (03/2008 – 11/2019)

Designed communications to internal and external risk management stakeholders worldwide:

- Developed videos (presentations|scripts|recording|production|web)
- Developed pilot interactive eLearning course for Policy Audit Reports.
- Investigated Canvas and D2L LMS options for eLearning Initiative.
- Conducted Gap Analysis on existing web-based demos to prioritize updates.
- Developed web-based training with system simulations using Adobe Captivate.
- Developed SharePoint Glossary Wiki for internal stakeholders.
- Developed newsletters and other marketing communications.
- Produced tutorials using audio and visual capture technologies from Articulate and TechSmith.
- Developed Client Support Control intranet web portal.
- Developed training and proposal document templates.

- Wrote Job Control and Incident Reporting F1 help systems.
- Wrote Help Text and Update Guidelines for developers and led periodic training webinars.
- Produced help systems and web support for Agile EnterpriseLink platform rollout.
- Prepared and sent weekly Release Notes to risk managers worldwide.
- Led Knowledge Management Initiative leading to full-scale SharePoint implementation.
- Facilitated monthly recorded global new features meetings over Skype and Webex.
- Helped developers with script reference static site generated using DocFX.

Intelix Technologies

TECHNICAL WRITER/SUPPORT ANALYST (01/2007 – 11/2007)

Analyzed, authored, and edited end user and administrator documentation for the Intelix System for management of ISO (14001, 9001:2000, and OHSAS 18001) processes. Investigated and evaluated technical and business issues and solved client cases using Salesforce.

BlueCat Networks, Inc.

TECHNICAL AND MARKETING COMMUNICATIONS SPECIALIST (05/2004 – 03/2005)

Documentation manager and author of white papers, use cases, functional specifications, marketing material including press releases, brochures and newsletter articles, user guides, installation guides, and online help systems for DNS/DHCP IPAM (IP Address Management) security solutions. Edited proposals and collaborated on the completion of Security Target for Common Criteria (ISO 15408) Evaluation Assurance Level (EAL) certification requirements.

Internextera Communications

PRINCIPAL DIGITAL COMMUNICATIONS SPECIALIST (04/2001 – 08/2006)

Designed, deployed, and managed a secure network solution with Windows Small Business Server 2003 and 4 XP SP2 Professional clients. Developed Web domain in ASP.NET 2.0 using Visual Studio 2005 and Macromedia Studio MX, in addition to various other text and graphic design tools and software. Developed technical, marketing, and strategic communications content for the following (contract) clients:

- **Carreg Solutions/Aon Intelligence Unit**

TECHNICAL WRITER/BUSINESS ANALYST (08/2005 – 08/2006 CONTRACT)

Business and technical analyst and author of processes, specifications, and user material for web-enabled (ASP/MS SQL Server) applications for resource, merchandising, and communications management frameworks. Used MS Visio to develop and deliver application user interfaces.

- **Resolve Corporation**

PROPOSAL WRITER (04/2005 – 07/2005 CONTRACT)

Authored Enabling Technology, Information Management and Evergreen Plans for confidential (pre-RFP, post RFI) processes and applications. Researched numerous COTS including Cisco IPCC, and MS MOM.

▪ **Marketrend Communications**

SYSTEMS INFORMATION DEVELOPER (09/2003 – 02/2004 CONTRACT)

Worked with process flowcharts and business analysts to deliver systems re-engineering documentation for seven e-business application modules and the Automotive Business Intelligence Engine in 2 months.

▪ **DataMirror Corporation**

TECHNICAL WRITER (07/2002 – 04/2003 CONTRACT)

Lead writer for DB/XML Transform and Transformation Server for Oracle, and associate writer for Constellar Hub data transformation, integration, and replication systems. Configured and tested features on UNIX and Windows platforms, and wrote tutorials, context-sensitive help, and installation manuals.

▪ **Government of Ontario, Ministry of Consumer and Business Services**

TECHNICAL EDITOR (02/2002 – 06/2002 CONTRACT)

Used Rational Unified Process (RUP) to deliver a portal of programming, operational, maintenance, and training guides for three J2EE and XML/Java/EJB/JSP/Jakarta Struts projects (Common Components, e-Forms, and Enhanced Business Name Search) using IBM WebSphere, DataMirror and Delano Servers.

▪ **IBM Canada Ltd.**

INFORMATION DEVELOPER (05/2001 – 01/2002 CONTRACT)

Project lead for XL FORTRAN compiler documentation sets using DITA for AIX and Linux platforms:

- Coordinated, trained personnel, authored information development plan, and organized the update and delivery of translated single-sourced multi-platform compiler documentation sets.
- Updated language reference, user guides, compile and run-time memos, READMEs, and various web systems.

PROFESSIONAL DEVELOPMENT

API DOCUMENTATION

- API Technical Writing 2: REST for Writers, **Udemy**, 2021
- API Technical Writing: JSON and XML for Writers, **Udemy**, 2021
- Swagger and the Open API Specification, **Udemy**, 2021
- The Art of API Documentation, **Udemy**, 2021

BUSINESS INTELLIGENCE AND DATA ANALYSIS

- Data Warehousing and Business Intelligence, **University of California, Irvine**, 2022
- The Nature of Data and Relational Database Design, **University of California, Irvine**, 2022
- Data Visualization and Dashboards with Excel and Cognos, **IBM**, 2021
- Customer Analytics, **Wharton School of Business, University of Pennsylvania**, 2020
- Data Visualization with R, **Harvard University**, 2020
- R Basics, **Harvard University**, 2020
- Analyzing and Visualizing Data with Power BI, **Davidson College**, 2020
- Business Analysis Foundations, **University of Toronto**, 2020

CLOUD COMPUTING

- Artificial Intelligence on Microsoft Azure, **Microsoft**, 2022
- Infrastructure and Application Modernization with Google Cloud, **Google**, 2022
- Innovating with Data and Google Cloud, **Google**, 2022
- Understanding Google Cloud Security and Operations, **Google**, 2022
- Introduction to Microsoft Azure Cloud Services, **Microsoft**, 2022
- Introduction to Digital Transformation with Google Cloud, **Google**, 2022

CONTENT STRATEGY AND DIGITAL MARKETING

- Strategies for Converting and Retaining Customers Online, **University of California, Irvine**, 2022
- Identifying, Attracting, and Growing Your Digital Audience, **University of California, Irvine**, 2022
- Content Strategy for Professionals: Managing Content, **Northwestern University**, 2021
- Content Strategy for Professionals: Engaging Audiences, **Northwestern University**, 2021
- Viral Marketing, **Wharton School of Business, University of Pennsylvania**, 2020

CYBERSECURITY AND ETHICS

- Data Privacy Fundamentals, **Northeastern University School of Law**, 2022
- Cybersecurity Policy for Water and Electricity Infrastructures, **University of Colorado**, 2021
- Homeland Security and Cybersecurity Connection, **University of Colorado**, 2021
- Corruption, **Wharton School of Business, University of Pennsylvania**, 2021
- Certified Information Systems Security Professional (CISSP) Review, **Ryerson University**, 2006

INVESTMENT AND RISK MANAGEMENT

- Portfolio and Risk Management, **University of Geneva**, 2022
- Credit Risk Management: Frameworks and Strategies, **New York Institute of Finance**, 2022
- Introduction to Risk Management, **New York Institute of Finance**, 2022
- Forensic Accounting and Fraud Examination, **West Virginia University**, 2021

LINKEDIN LEARNING (2022)

- Learning Cloud Computing: The Cloud and DevOps
- DevOps Foundations: Incident Management
- Exam Prep MB-910: Microsoft Dynamics 365 Fundamentals (CRM)
- Learning Cloud Computing: Cloud Security
- How to Keep High Performers Engaged
- UX Foundations: Content Strategy
- Programming Foundations: APIs and Web Services
- Introduction to Identity and Access Management
- WordPress Essential Training
- WordPress: Staging a Site
- WordPress: Understanding the New Paradigm
- First Look: WordPress Full-Site Editing
- Learning Elementor for WordPress Design
- Drupal 9 Essential Training: 1 Introduction and Administration
- Drupal 9 Essential Training: 2 Content and Fields
- WordPress: Using a Content Delivery Network
- SharePoint Online: Working in the Modern Experience

ROBOTIC PROCESS AUTOMATION (RPA)

- RPA Basics and Introduction to UiPath, **UiPath**, 2022
- Data Manipulation in RPA, **UiPath**, 2022
- UI Automation and Selectors, **UiPath**, 2022
- Automation Techniques in RPA, **UiPath**, 2022
- UiPath Orchestrator and Capstone Projects, **UiPath**, 2022

TRAINING, DEVELOPMENT, AGILE

- Agile with Atlassian Jira, **Atlassian**, 2022
- Understanding the Adult Learner, **Schulich School of Business, York University**, 2016
- Needs Assessment and Evaluation, **Schulich School of Business, York University**, 2016
- High Impact Presentations, **Schulich School of Business, York University**, 2016
- Facilitation Mastery for Teams and Training, **Schulich School of Business, York University**, 2016
- Instructional Design for Adult Training, **Schulich School of Business, York University**, 2015
- Articulate Storyline Expert Training, **Yukon Learning**, 2012

CERTIFICATES

- **Robotic Process Automation (RPA)**, UiPath, 2022
- **Google Cloud Digital Leader Training**, Google, 2022
- **Confluence Fundamentals Badge**, Atlassian, 2022
- **Digital Marketing Fundamentals**, Google, 2020
- **Microsoft SQL Server Administration and Development**, Humber College, 2010

EDUCATION

- **Applied Information Technologist (AIT) Diploma**, Information Technology Institute, Toronto, ON.
Nine-month postgraduate, team-based program with courses and projects involving business analysis, requirements gathering, research and solutions development using Microsoft network and application development, Oracle, and PowerBuilder technologies.
- **Bachelor of Commerce (Honours Business Administration)**, University of Windsor, ON.
Specialized in Finance and Logistics Management.
- **Bachelor of Arts (Honours)**, York University, Glendon College, Toronto, ON.
Specialized in Economics. Majored in English Literature and Psychology. Functional in French.

PORTFOLIO

Available on request.