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Summary

Technical and business communications specialist with over twenty years experience producing help systems and manuals, web design and content development, white papers, newsletters, marketing and training videos and interactive eLearning.

Education

- **Bachelor of Arts (Honours)**, York University, Glendon College, Toronto, ON, 1992.
Specialized in Economics. Majored in English Literature and Philosophy. Functional in French.
- **Bachelor of Commerce (Honours Business Administration)**, University of Windsor, ON, 1995.
Specialized in Finance and Logistics Management.
- **Applied Information Technologist (AIT) Diploma**, Information Technology Institute, Toronto, ON, 1997.
Nine-month post graduate, team-based program with courses and projects involving analysis, requirements gathering, research and solutions development using Microsoft network and application development, Oracle, and PowerBuilder technologies.
- **Certified Information Systems Security Professional (CISSP) Exam Review**, Ryerson University, Toronto, ON, 2006.
- **Certificate**: Microsoft SQL Server Administration and Development, Humber College, Toronto, ON, 2010.
- **Articulate Storyline Expert Training**: Yukon Learning, Toronto, ON, 2012.
- **Instructional Design**, Schulich School of Business, Toronto, ON, 2015.
- **Certificate (in progress)**: Business Analysis, University of Toronto, ON, 2020.

Main Toolset

Word (expert), PowerPoint (expert), Excel (advanced), Access, SQL Server; Adobe Cloud, FrameMaker, Fireworks; WordPress, SharePoint, fluent with HTML, functional around JavaScript and Markdown and Pandoc; Google Analytics, Instructional Design, Articulate Storyline, DITA, Oxygen XML Editor, MadCap Flare, Jira, GitHub. Learning RStudio, Power BI and MySQL Workbench.

Work Experience

Moody's Analytics/GGY AXIS

Senior Communications Specialist/Technical Writer/Instructional Designer

03/2008 – 11/2019

Designed, developed and delivered the following communications to actuaries and other risk management clients worldwide using MS Office and SharePoint, Team Foundation Server (TFS); Adobe Creative Suite, Fireworks, Soundbooth; HTML/CSS/JS, Articulate Storyline and Sony Vegas and other resources:

- Developed videos (presentations|scripts|recording|production|web)
- Developed pilot interactive eLearning course for Policy Audit Reports
- Investigated Canvas and D2L LMS options
- Reviewed, revised and published What's New and other Knowledge Base articles
- Implemented web-based training content and eLearning updates
- Developed SharePoint Glossary Wiki
- Developed Inside AXIS newsletters for actuaries
- Reviewed and revised SmallTalk articles for Society of Actuaries (SOA)
- Developed GGY Client Support Control intranet web portal
- Developed training and proposal document templates
- Wrote Job Control and Incident Reporting system F1 help system
- Reviewed and edited Help Text Guidelines and wrote Update Section Guidelines
- Produced help systems and web support for AXIS EnterpriseLink
- Reviewed and revised web Update Sections and Help Text
- Prepared and sent Release Notes to clients worldwide
- Led Knowledge Management Initiative leading to full-scale SharePoint implementation

Intelix Technologies

Senior Technical Writer/Support Analyst

02/2007 – 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 tested technical and business issues, and solved client cases using Salesforce.

Internextera Communications

Principal Communications Specialist

04/2001 – 01/2007

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

09/2005 – 07/2006 (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

11/2003 – 01/2004 (Contract)

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

- **DataMirror Corporation**

Senior Technical Writer

07/2002 – 03/2003 (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.**

Senior Information Developer

05/2001 – 01/2002 (Contract)

Project lead for XL FORTRAN compiler documentation sets 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.

BlueCat Networks, Inc.

Senior 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 Evaluation Assurance Level (EAL) certification requirements.

Delano Technology Corporation

Technical Writer

06/2000 – 04/2001

Project and single-source lead writer and documentation specialist for mid-tier developers using NT and Solaris e-business platform servers and J2EE component packs with Oracle databases and Apache Web Servers. Lead writer for XML and JavaScript based e-Rules Server on Java platform in Rapid Application Development (RAD):

- Tested functionality on Solaris platform in parallel with QA. Used VPN for remote access.
- Produced user and administrator guides, and context-sensitive online help systems for e-business developers.

Financial Models Company (FMC) Inc.

Documentation Specialist

10/1998 – 06/2000

Project lead for over 10,000 pages of global investment solution core product (PACER) documentation set for mission-critical and decision-support based portfolio analysis and management systems with STP capability, and all weekly modification client release notes for AIX/VMS/SYBASE platforms. Produced reference manuals, and online help systems for financial engineers and portfolio managers:

- Investigated and researched subject matter, interviewed managers and developers, gathered requirements, and tested all system enhancements.
- Lead writer for financial report generation application (PAGES) using Crystal Reports, SQL and VBA.
- Developed multimedia PowerPoint presentations on Component Object Modeling (COM) for advanced developers on course with FMC Consulting.

Bell Canada

Sales Associate

06/1996 - 02/1997

Demonstrated outstanding marketing and public relations skills by placing in the top 2% of sales associates at Bell Canada within six months.

British Columbia Institute of Technology

Fundraiser

10/1985 - 02/1986

Generated over \$20,000 toward student endowment fund in less than nine weeks while studying (mechanical engineering) at British Columbia Institute of Technology.

Canadian Armed Forces Reserves

7th Toronto Royal Canadian Artillery Regiment, Field Communications Specialist (Corporal)

05/1981 – 05/1985

Coordinated, tested, trained personnel, and documented field communication protocols, within artillery functions and between related military operations, resulting in safer and superior regimental performance.

Hobbies

Computers, Kayaking, Squash, Aikido, Photography, Trumpet, Skateboards, Basketball, Quadcopters

References

Available on request.