Portfolio Text

# UX and Web Usability

SWS website redesign

Heuristic Evaluation

A formal report that I wrote as a usability research assistant on a UMN online voice health education module. This report was used to guide creation of a usability test plan, usability testing sessions, and data analysis after testing.

# Tech Writing

3A6976A Leak Detector

10-page accessory manual for a double-diaphragm pump leak detector. Authored using Arbortext XML, in accordance with Graco style guides. I collaborated with engineering SMEs, other technical writers, technical illustrators, and the Graco safety and legal departments to write and edit the document, and then managed the process of sending the manual through LotusNotes review and approval for publishing.

Czech translation project

One of several manuals for which I managed the translation project, as I was in charge of manual translations in Graco's Process Department for the summer. I sent the original English document out to quote on the GlobalLink translation vending platform with specifications for the new translations, then received quotes from vendors and, with support from my supervisor, chose the vendor that offered the best value for the project. I then communicated with the selected vendor throughout the translation process and did any necessary final touches on the translated documents, to ensure that the images, layout, and visual design were consistent across all versions of a manual.

PDM Revision Control Software Instructions

Instructions for changing the planner role relationship in PDM Teamcenter, Graco’s revision control software. I reformatted, revised, and added on to an existing short article on the internal wiki for how to change the planner role relationship, after running into problems with the planner role in my work.

DITA XML Instruction Booklet

Instruction booklet for common Student Writing Support problems, created using DITA XML architecture. Authored in Oxygen XML Editor.

DITA XML WebHelp

DITA WebHelp site for common Student Writing Support problems, created using DITA XML architecture. Authored in Oxygen XML Editor.

SWS Database Handbook

Employee training handbook for the internal Student Writing Support Database,

independently designed and rewritten from content dispersed across several documents. I worked closely with the directors of Student Writing support

to plan and design a project that would meet their needs for both content and time, and wrote regular status reports so they could track my work

SWS Attendant Handbook

Front desk attendant training handbook with information on SWS practices, policies, and database processes, independently designed and rewritten from content dispersed across several documents. I worked closely with the directors of Student Writing support

to plan and design a project that would meet their needs for both content and time, and wrote regular status reports so they could track my work

Radio K Phone Interview Instructions

Instructions that I wrote for conducting a phone interview, as part of creating training materials for new and volunteer producers at Radio K’s Real College Podcast.

# Content Design

SWS Consultant Handbook

Writing consultant training handbook with information on SWS practices, policies, and expectations, independently designed and rewritten from content dispersed across several documents. I worked closely with the directors of Student Writing support

to plan and design a project that would meet their needs for both content and time, and wrote regular status reports so they could track my work

SWS Style Guide

A brief style guide that I created to set a standard for SWS style and provide a guide during my redesign of the SWS handbooks and content generation.

EHI Initiative Style Guide

Proposed brand style guide for the University of Minnesota's Environmental Humanities Initiative, written as part of a small-group assignment in visual rhetoric and communication.

# Other Writing

Patient Information Handout

Clear, engaging informational handout intended for adults recently diagnosed with diabetes.

Request for Proposals

Substantive editing assignment in which I worked from a loosely organized block of text to create a request for proposals for an event center feasibility study. My editing, rewriting, and content additions ensured that all the necessary information was available and presented in a clear, easily understandable way.

Magazine Work Sample

Wake Articles