

Skills

Content Management

WordPress
MS SharePoint
MySQL
easyDITA

Editing

Copy Editing
Proofreading
Substantive Editing

Web Design

HTML
CSS
XML

Project Management

JIRA
Confluence
Trello
MS Project

eLearning Solutions

Captivate
Flash

Desktop Publishing

InDesign
FrameMaker
MS Publisher
MS Word

Graphic Design

Photoshop
Illustrator
Inkscape

Slides & Spreadsheets

MS PowerPoint
MS Excel
Google Drive

Programming

JavaScript
Java
Python
VBA

Flowcharts & Diagrams

MS Visio
Google Drawings

Education

Schulich School of Business

Schulich Executive Education Centre Certificate (2015)

Seneca College

Graduate Certificate in Technical Communication (2013)
College Diploma in Arts and Science (2008)

York University

BA hon. in English and Professional Writing (2011)

Work Experience

Ladon Labs

Technical Writer & Content Specialist (Jan. 2014 – Present)

Prepared the API documentation for the company's Stegano Tagger and image recognition; developed web content and company proposals; and prepared a business plan, helping the team to win \$5,000 and a finalist position for the Nicol Entrepreneurial Award.

Souly4Good

Social Media Coordinator, Contract (Aug. 2015 – Dec. 2015)

Organized marketing campaigns, established the brand's presence on social media (acquiring exponential growth), utilized Google Analytics to track user activity, and designed posters and badges for the social hub.

Olivia's Editing Service

Independent Contract Editor (Feb. 2006 – Dec. 2015)

Edited and proofread articles, resumes, essays, web content, blurbs, short stories, and book manuscripts (including "BattleField" by Maria Samurin and Olga Ordina).

Ingram Micro Cloud - SoftCom

Technical Writer, Temp. (Mar. 2015 – Jul. 2015)

Prepared documentation for four countries (which included translations), prepared online help guides for six internal teams, organized WebEx tutorials, and managed the global escalation policies.

The Regional Municipality of York

Web Content Writer, Co-op (Jan. 2013 – Apr. 2013)

Earned a Toronto Ovation Award of Merit for preparing content for the York Region website, developing the sitemap, and improving the user experience, which included an emphasis on plain language, website accessibility, and search engine optimization.

Volunteer & Club Experience

Royal Botanical Gardens

Policy & Procedure Writer (Sep. 2012 – Dec. 2012)

Created a wedding sales and event execution manual.

Robot Fighting Club at York University

Publicist & Promotions Coordinator (Feb. 2011 – Sep. 2013)

Created newsletters, posters, and brochures; tabled at events, and managed the club's social media presence.

Leaping Lion Books

Designer & Marketing Manager (Sep. 2010 – May 2011)

Participated in the publication of "Speechless: A Life of the Mind University Mystery."

Richmond Hill Academy of Martial Arts

Martial Arts Instructor & Receptionist (Mar. 1999 – Apr. 2008)

Earned a black belt and instructed over 300 students.

Awards & Certificates

Accessibility and Disability Awareness Certificate (2016)
Toronto Ovation Award of Merit (2014)
First-Degree Black Belt Certificate (2004)
William G. Hazel Award (1999)