

MARIO GARON

PORTFOLIO

Contact information

Website

mariogarontechwriter.com

email

mario_garon@outlook.com

Phone

(647) 882-6241



TABLE OF CONTENTS

-
- 3 About Me**
 - 4 What I can bring to the table**
 - 5 Methodology**
 - 6 Banking Procedures**
 - 8 Software Guide**
 - 10 Dream Kingdom Training**
-

Mario Garon

Technical Writer

and much more...

*Translator
Educator
Communicator
Team player
Self-learner*

ONLINE PRESENCE

Make sure to check out my website and blog at:
mariogarontechwriter.com
for stories on technology, writing and much more!



About Me

I am a bilingual technical communication professional and with a background in translation. I have nurtured a love for languages and communication since childhood.

My goal is to make, information, technology, and science accessible to different audiences. I believe that learning is the best way to better our lives as a collective and as individuals.

Having attended French and English institution, I am sensitive to the needs and point of views of people from different cultures and backgrounds. I also became a strong and empathic communicator in both English and French.

I always want to learn more.

What I can bring to the table...

Ensure communication is clear and free from distortion

I have been fascinated with high-fidelity since I was a kid because I love music. I soon found out that an amplifier needed clean power to sound as good as it could. Other elements can also cause interference to the signal. Communication and learning are the same they need a clean channel and must be free from clutter and interference.



As a technical communicator , I use plain language and simple, yet precise steps to remove any interference between the experts and the audience. I am there to create a better user experience. Different people have different needs and that's important to keep in mind.

Technical Writing Methodology

Every writer has a methodology, a creative process; here's my 3-step approach.

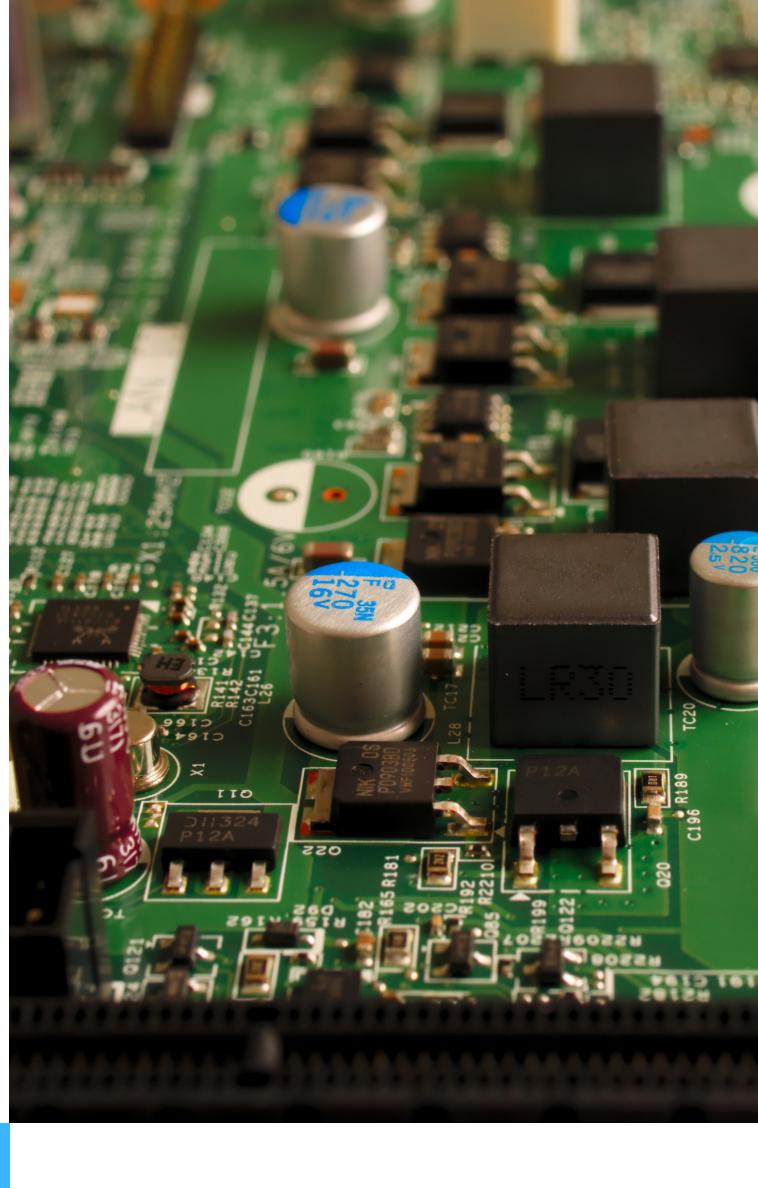
Research

The research I do involves everything from defining the terminology, to experimenting with the technology or subject, to reaching out to experts for questions.

Good research allows me to understand what users want to accomplish and where they come from (Given, New). I plan according to the needs of my audience, the tools available, and the business or educational targets.

Conception

The research I do involves everything from defining the terminology, to experimenting with the technology or subject, to reaching out to experts for questions. Good research allows me to understand what my users want to accomplish and where they come from (Given, New). I plan according to the needs of my audience, the tools available, and the business or educational targets.



Editing

After I wrote my final draft and reached out for feedback, I make the necessary adjustments. When I edit, I am not just looking for grammar mistakes, I consider everything. I am putting myself in the shoes of my audience. I take all criticism I receive seriously.

Banking Procedures

These are some examples of banking procedures I wrote for when I worked for one of the Big Five.

Research

- Ask questions to the subject matter expert to gather relevant information
- Look up existing documentation to understand how the system works
- Ask questions to other employees who would use the procedures.
- Try the application myself when I had access to it
- Ask the department editors for tips and guidelines

Conception

- Follow CIBC's style guide to ensure consistency and clarity
- Took into account the needs of every department that would use the procedures
- Write down all the questions that needed more specific answers to send for review

Online Banking Procedure for Banking Centre Employees

This procedure provides banking centre employee with the steps to set up Online Banking

AUTHOR: MARIO GARON

1. Ask the clients if they are registered for Online Banking:
 - If they are registered for Online banking, proceed with the follow-up or post-sale activities
 - If they are registered for Online banking, go to the next steps
2. Show the Online Banking demos:

NOTE: For security purposes, close all the applications on your computer before turning the screen to the clients.

 1. Access Online Banking at: www.onlinebanking.com.
 2. Click on Take a Tour to view the Online Banking demos.
3. Answer the remaining questions the clients might have about Online Banking.

Skills

- Project management
- Service Now (CMS)
- Negotiation

Editing and Publication

- Incorporate all the feedback for department editors AND SMEs
- Took into account the needs of every department that would use the procedure(s)
- coordinate with the department publisher

4. Ask the clients if they want to register at home or at the Banking Centre:

- If they want to register at home tell them to follow these steps:
 1. Access Online Banking at www.OnlineBanking.com.
 2. Click on Sign on.
 3. Use their debit card number, transit number and telephone banking password to complete the registration process.
- If they want to register at the Banking Centre
 1. Ask the client if they know their telephone banking password
NOTE: If the client does not know their telephone banking password help them select a password at the ATM.
 2. Once the password is selected, close all applications and return to the banking registration screen.
 3. Click on Register Now.
 4. Enter the debit card number of the client, then click on Next.
 5. Have the clients enter their temporary password, transit number and bank account number.
 6. Click on Log off to end the Online Banking session and close the Web page.

Software User Guide

Research

- Using the application enough to figure out which functions the users need.
- Going over each function to find the easiest way to complete a task.
- Looking up what users had to say on forums.

Conception

- Creating the document in Adobe FrameMaker
- Followed the Microsoft style guide which is the reference for software documentation
- adding screenshots made with Snagit

Configuring Download and Connexion Options

Changing the default save path

By default, qBittorrent download all torrents to Downloads. You can choose whatever folder you want as your default folder.

1. Select Options.

The Options window will be displayed.

2. Select Downloads. See Figure 4 on page 7.

3. Next to Default Save Path, select Browse.

A window will appear.

4. Select the folder you want.

5. Select OK.

qBittorrent will download all future torrents you add to the folder you selected.

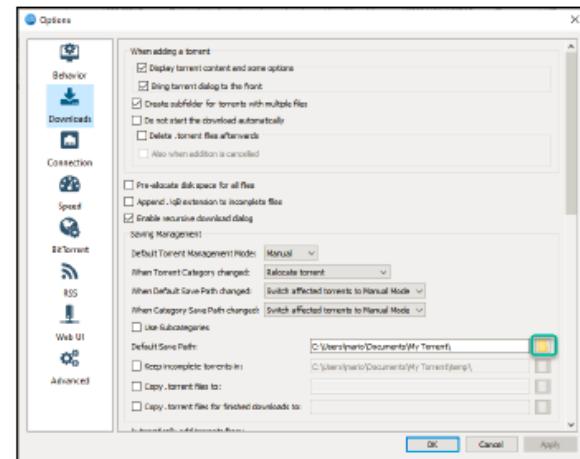


Figure 4: Option > Downloads

Skills

- Software testing
- FrameMaker
- Copy-editing

Editing

- Actively look for feedback and incorporate it
- Rewrite some content.
- Add new content after completion

Creating Torrents

You can create torrents to share files with other users or using the BitTorrent Peer to Peer (P2P) protocol. Other users can then download the files from your computers.

1. Select **Tools > Torrent Creator**.

The **Torrent Creator** window will be displayed.

2. Select **Select File or Select Folder**.

3. Select the file(s) or folder(s) you want to share. See Figure 12 on page 17.

4. Select **Private torrent** if you want to make the torrent private.

5. Enter the full address of the torrent trackers you want to add.

6. Enter a comment to describe the content of the torrent.

7. Select **Create Torrent**.

qBittorrent loads the file(s) and creates the torrent.

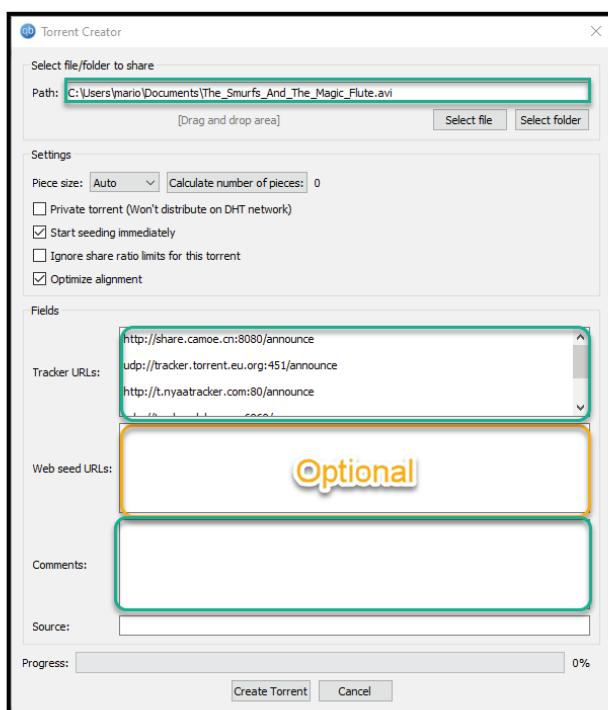


Figure 12: Torrent Creator

Dream Kingdom Training Guide

This is a training guide for a fictional theme park.

Research

- Work with a team to create a brand based on an existing plan
- Look up existing documentation to understand how the system works
- Ask questions to other employees
- Try the application myself when I had access to it
- Ask the department editors for tips and guidelines

DK

Employee Code of Conduct

Dream Kingdom developed an employee code of conduct that applies to all departments. The code of conduct covers General Guest Interactions, Unaccepted Behavior, and Dress Code.



Guest Interaction Guidelines

This section outlines the Dream Kingdom strategy for customer interactions.

General Guest Interactions

Guest interaction concerns you will be focusing on are as follows:

Communicate politely and with a smile

1. Provide guests with clear and accurate information. If you know something you don't know, don't hesitate to ask questions.
2. Provide guests with reminders and instructions about the wait times, closed rides, inclement weather policies.
3. Whenever possible, let guests know what to expect from an attraction.
4. Don't over promise or under deliver.
5. Make the visit easy for guests. Make sure procedures are clearly indicated so that guest doesn't feel uncomfortable during any ride or any situation
6. Interact with guests as much as possible, and encourage your colleagues to do the same.

16

Conception

- Create colorful master pages in InDesign
- Work with other team members to create cohesive documentation
- Write down questions for my team

Skills

- Teamwork
- Interviews with subject matter experts
-
- Graphic design (InDesign)

Editing and Challenges

- Incorporate all the feedback of my teammates
- Agreeing on a common voice

Conflict Resolution

Conflict resolution strategies that adds for a better customer service prevent and settle disputes early without interfering with the customer's relationship.

1. Allow angry guests to discuss and express their feelings until they are relaxed.
2. Use compassion to show guests that you care about their feelings and concerns.
3. Don't present customer with your point of view. Provide empathic help and effective solutions to their problems.
4. Don't answer any angry remarks. Allow guests to express their opinions and, if appropriate, intercept helpful redirection.

Unacceptable Behavior

Employees must behave and act in a manner which aligns with Dream Kingdom reflecting respect to the guest. The following behavior must not be tolerated:

- Verbal attacks
- Physical attacks
- Threats and bullying
- Any condition that puts others in danger