

# STACY BRIDGES

Technical Communicator + Developer

## PERSONAL INFO

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## SUMMARY

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**About** I'm a technical communicator and developer who loves working with technology and the web. I can work on teams, speak in front of groups, deliver on a schedule, and swim outside my depth. I've developed user guides, test scripts, requirements, procedures, SQL reports, C++ console applications, and web sites. I've done analysis, testing, projects, and production support. I care about details. I believe in customer satisfaction.

## EXPERIENCE

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<b>Dates</b>	May 2013 - present
<b>Organization</b>	Texas State University
<b>Role</b>	Graduate Student
<b>Responsibilities</b>	Computer Science curriculum
<b>Dates</b>	Feb 2013 - Apr 2013
<b>Organization</b>	Electric Reliability Council of Texas
<b>Role</b>	Compliance Engineer II
<b>Responsibilities</b>	I performed data analysis and prepared SQL reports for the ERCOT system's Performance Monitoring program. I also provided SME support to various groups and committees, including the Public Utility Commission of Texas (PUCT) and the Texas Reliability Entity (TRE).
<b>Dates</b>	Feb 2012 - Feb 2013
<b>Organization</b>	Electric Reliability Council of Texas
<b>Role</b>	Settlement Analyst III
<b>Responsibilities</b>	I maintained a settlements integration layer written in PL/SQL. Duties included validating data, writing requirements and reports, testing code, logging defects, and providing production support for technical issues.
<b>Dates</b>	Aug 2008 - Feb 2012
<b>Organization</b>	Electric Reliability Council of Texas
<b>Position</b>	Market Support Analyst
<b>Responsibilities</b>	I led communications and issue resolution for key subsystems during the market testing phase of new software systems. Duties included developing procedures, test

sequences, metrics, and market presentations.

**Dates** Oct 2006 - Aug 2008  
**Organization** Electric Reliability Council of Texas  
**Position** Stakeholder Support Specialist  
**Responsibilities** I managed stakeholder meetings, conducted market reviews of system documentation, and presented reports to various stakeholder groups.

**Dates** Jun 2006 - Oct 2006  
**Organization** Texas Honey Ham Company  
**Position** Assistant Manager / Publications  
**Responsibilities** I assisted daily operations, managed promotional materials, and developed the first company web site.

**Dates** Jan 2006 - Jun 2006  
**Organization** The Eighteenth Century Journal, Theory and Interpretation  
**Position** Technical Editor  
**Responsibilities** I was responsible for reviewing and editing publications for a scholarly journal published by the Texas Tech University Press.

## EDUCATION

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**Institution** TEXAS TECH UNIVERSITY  
**Degree** Bachelor of Arts in Technical Communications (2006)  
**Primary Subjects** Web design, software documentation, software testing, human-machine interaction, technical editing

**Institution** TEXAS STATE UNIVERSITY  
**Degree** Graduate work in Computer Science (in progress)  
**Primary Subjects** C++, Java, OOP, x86 Assembly, Data Structures, Digital Systems, Operating Systems, Computer Architecture, Software Engineering, Mathematics

## SKILLS & INTERESTS

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**Technical Communication** Processes, procedures, user guides

**Programming & Web** C++, HTML, CSS, JavaScript, JSON, XML, jQuery, SQL, WordPress, Bootstrap, AngularJS, Single-Page Applications, Responsive Design, UML

**Software & CMS** MS Office, Visio, Publisher, Visual Studio, Sublime, Adobe Illustrator, Visual Paradigm, SharePoint, WebEx, Collage, Cognos, Mercury Quality Center

**Soft Skills** Creativity, enthusiasm, thoroughness, patience, persistence, dedication, decisiveness, ownership, timeliness, teamwork, pizzazz

**Interests** Music, dogs, walking, cooking, writing, speaking, documentation, programming, web development