# STEPHANI WILKES
## cheney washington
stephaniwilkes@gmail.com
509.386.0473

## EDUCATION

**2014**
**2013**

**BA in TECHNICAL COMMUNICATIONS**
*minor in visual communication design*
Eastern Washington University

**2011**

**AA in GENERAL STUDIES, DTA**
Walla Walla Community College

## WORK HISTORY

**2013 – present**

**DASSAULT SYSTEMES SERVICES, LLC**
*knowledge consultant*
Christopher Creech, Education Project Manager

- Editing technical documents and applying style guide principles.
- Maintaining confidential and proprietary information.
- Creating deliverables such as student guides, exercises, assessments, and lesson plans.
- Learning and applying the ADDIE concepts.
- Validating existing courseware exercises against new software revisions.
- Assisting in the development of new courseware.
- Editing education materials based on applied style guide standards.
- Improving ability to communicate to SMEs.
- Increasing awareness of, and solving, communication issues in a multi-group environment.
- Working remotely from home in a confidential environment.

**2012 – present**

**FREELANCE TECHNICAL WRITER**
*freelance*

- Writing online articles and press releases.
- Recording training tutorials in Camtasia.
- Maintaining constant communication with international employees.
- Attending online training and meetings.
- Managing project timelines and resources.
- Creating invoices for completed projects

**2013**

**DASSAULT SYSTEMES SERVICES, LLC**
*knowledge consultant intern*
Christopher Creech, Education Project Manager

- Maintaining confidential and proprietary information.
- Creating deliverables such as student guides, exercises, assessments, and lesson plans.
- Learning and applying the ADDIE concepts.
- Testing of new customer processes in CATIA, ENOVIA, DELMIA, and 3DVIA environments.
- Validating existing courseware exercises against new software revisions.
- Assisting in the development of new courseware.
- Editing education materials based on applied style guide standards.
- Improving ability to communicate to SMEs.
- Increasing awareness of, and solving, communication issues in a multi-group environment.
- Becoming familiar with the processes surrounding Boeing's proprietary information distribution.

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**WORK HISTORY continued**

**2011 - 2013**

## EASTERN WASHINGTON UNIVERSITY
### instructional technology technical assistant
Janet Hubbard, Online Development Manager

- Participate in development of online course standards for new LMS.
- Develop tests and quizzes using Respondus.
- Capture and edit videos in Adobe Premiere Pro.
- Adhere to standards for online courses.
- Coordinate project management with instructional designers and media specialists.
- Track and prioritize projects based on deadlines in a team production environment.
- Transcribe audio and video files with Express Scribe for closed captioning in MAGpie.
- Write and edit transcribing and closed captioning standards and processes.
- Assist instructional designers during new LMS training and documentation development.
- Maintain high-attention to detail.

**2011 - 2014**

## EASTERN WASHINGTON UNIVERSITY
### student technical writer
Teena Carnegie, English Department Advisor

- Develop and present proposals and recommendation reports.
- Present software tutorials and training materials.
- Assign project roles in a team setting.
- Receive and provide constructive feedback.
- Maintain communication with external clients.
- Build nomenclature and verbs lists for documentation and SEO purposes.

**2009 - 2011**

## SYKES ENTERPRISES, INC
### agent and QA assistant
Robert Shaw, Account Manager

- Evaluate calls.
- Maintain confidential information.
- Analyze call outcomes.
- Adapt to constant change.
- Escalate negative call outcomes.

## SOFTWARE EXPERIENCE
- Adobe CS5 & 6 InDesign, intermediate experience
- Canvas Learning Management System
- Blackboard Learning Management System
- Microsoft Office Suite and SharePoint, proficient experience
- Adobe CS5 & 6 Photoshop / Illustrator, basic experience
- FileMaker Pro
- SnagIt 8
- MAGpie
- Express Scribe
- Camtasia

### programming languages
- Python Programming Language, intermediate experience
- Java Programming Language, basic experience