

PROFILE

Technical writer adept at transforming complex information into clear, concise audience-appropriate content for an enhanced user experience. Effective at fostering productive relationships with remote collaborators and managing multiple projects in a dynamic, fast-paced environment.

EXPERIENCE

Electronic Transaction Consultants, LLC (ETC)

Technical Writer II

March 2023 - August 2023

- Observed project specifications and schedules to develop, submit, and track documentation such as user manuals, training materials, and online help for toll road software.
- Organized, edited, and formatted deliverables to company and industry standard guidelines.

Infor

Senior Information Developer

July 2014 - October 2022

Expanded Information Developer role (below) to include these additional responsibilities:

- Managed, audited, and published 80+ deliverables monthly per the release cycle; maintained online documentation libraries and managed an in-app, context-sensitive help widget.
- Collaborated with information architects on behalf of team to troubleshoot technical issues, resolve process questions, propose changes, and track best practice and style guide updates.
- Conducted training, created job aids, and provided guidance to new team members.

Information Developer

February 2013 - June 2014

- Researched, planned, and wrote technical documentation for on-premises and SaaS ERP distribution software including release notes, online help, and guides such as user, installation, configuration, integration, and administration guides.
- Evaluated and edited existing documentation for improvement and continued accuracy.
- Achieved and maintained proficiency in assigned applications, interviewed SMEs, tested software, and reviewed artifacts to understand product features and functionality.

Douglas Machine Inc.

Technical Writer

January 2005 - May 2011

- Developed and authored operator, service, and training manuals to customer and machine specifications.
- Created job aids such as startup/shutdown, scheduled maintenance, and troubleshooting.
- Collaborated with project managers, engineers, and assemblers to understand machine functionality.

TOOLS | SYSTEMS

- **Authoring | Content Management**

Oxygen XML Editor, MadCap IXIA CCMS/DRM, MadCap Flare, MadCap Central, Adobe FrameMaker, Adobe Acrobat, Microsoft Office, SharePoint, VS Code.

- **Graphics**

Snagit, Visio, Photoshop, CorelDRAW, Lucidchart.

- **Process Management**

Jira, Confluence, Agile, Scrum, Waterfall.

- **Languages**

CSS, HTML, Markdown.

EDUCATION

BS, Mass Communication | North Dakota State University

CAREER DEVELOPMENT COURSES

- Git and GitHub for Writers
- Generative AI for Beginners
- Microsoft 365 Copilot Masterclass
- Introduction To UX Writing
- API Technical Writing: JSON, XML, and REST
- Section 508 compliance for Microsoft Word, Microsoft Excel, and Adobe PDF

MILITARY

- US Army | Rank: Specialist (E-4) | 4 years
- ND Army National Guard | Rank: Sergeant (E-5) | 4 years