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QUALIFICATIONS SUMMARY:

- Located in Naples, Florida from November until April and in Belleville, Michigan (Detroit Area) from May until October
- 21 years of experience working in information technology, including software development and quantitative analytics, medical and automotive manufacturing, electrical, mechanical, and chemical engineering
- 21 years of technical writing at various large corporations, including audit documentation for ISO, FDA, PCI, and Sarbanes Oxley (SOX)
- 7 years of experience working remotely on projects and accessing corporate systems in a Citrix environment while speaking with co-workers and clients on the phone, through email, video conferencing, and instant messaging in the United States and Europe
- Highly skilled in the areas of software development lifecycle (SDLC) and database documentation, corporate website design, collaboration and analysis, technology research, and directory structure management
- Letters of recommendation (2000-2008) from Baxter Healthcare, Key Bank Corporation, Lear Corporation, and Ford Motor Company
- Extensive knowledge of MS Office 2010-365, MS Windows XP, 7, 8, 10, Visio 2003-365
- MS Outlook 2010-365, MS Lync, Lotus Notes, Lotus Sametime, PVCS, MS SharePoint
- Adobe Dreamweaver, Photoshop, Illustrator, FrameMaker, InDesign CS3, Captivate, SNAGIT, Camtasia Studio, MadCap Flare, and RoboHELP HTML
- Microsoft Certified SharePoint Collection Administrator (SCA) for corporate website

TECHNICAL WRITER – 1998 to Present

05/2001 – Present Professional Writing Services, Sole Proprietor

- Designing of websites, blogs, and technical documentation
- Customers include large corporations and small businesses
- Website with writing samples: www.professionalwritingservices.com
- Building, creating content, and updating websites with the use of HTML, MS Office 2010-365, Google websites, Google Docs, and Dreamweaver
- Estimating the cost of projects and providing estimates to customers
- Invoicing customers for payment on services rendered
- Video conferencing with Skype and WebEx to work on projects remotely in the United States and in Europe
- Clients include Lear Corporation, Johnson Controls, PUSH Innovation (Amazon Web Service Supplier), SKF Corporation, WellCare, Inc., Chico's FAS, Peer1 Hosting, Dobson & Bennett IT Consulting, Genesis Healing Center, CREW Clean Renewable Energy Worldwide, ACI Worldwide, Inc., and First Mortgage Company, Inc.

08/2015 – 11/2018 Senior Technical Writer, Wells Fargo Corporation

- Created and revised model development documentation for quantitative analysts
- Designed corporate websites to enhance employee training
- Maintained model inventory and updating software model databases

- Managed and organized information critical to the development of models across five lines of business
- Updated content for database processes with the use of MS Office and MS Visio
- Designed templates and created application process documentation for the SQL, DB2, and Oracle database processes with MS Visio and MS Office
- Researched web application interaction with the JAVA and COBOL programming languages, Web Methods, DB2 database, and WebSphere to provide documentation
- Interviewed SMEs and observed systems to create user, functional, and software requirement specification documentation
- Authored and assembled content for quantitative analytics, including model development, implementation and use, validation activities, governance, and controls over the model risk management process
- Reviewed functional specifications and researched products for a variety of systems to create effective end user documentation
- Functioned closely with project, quality managers, and quantitative analytic consultants to meet deadlines for software releases and insure quality of documentation
- Maintained and provided access to SharePoint site as certified Site Collection Administrator

06/2008 – 03/2009 Technical Writer, Kelly Services, Baxter Healthcare

- Created and revised existing documentation for the software development cycle, including software functional technical specifications, test plans, and software requirements specifications
- Interviewed SMEs to verify documentation content to produce clear and efficient documentation for appropriate audiences
- Edited and developed IT training videos for DOORS with SNAGIT, Camtasia Studio, and MadCap Flare
- Organized directory structures and archived documentation in MS SharePoint and PVCS
- Updated processes and technologies for web sites applying Dreamweaver
- Designed templates and created module specifications with the use of MS Office 2010, MS Visio 2010, Adobe Acrobat and SNAGIT
- Created system manager user guides, new release, installation, training, and administration guides with MS Office and RoboHelp HTML
- Revised standard operating procedures utilizing Crystal Reports
- Created end user manuals for new products with FrameMaker, InDesign, and Photoshop
- Created traceability matrices, release notes, issue lists, software validation and risk management documentation

EDUCATION:

Madonna University, Livonia, Michigan, May 2001
Bachelor's degree in Professional and Technical Writing
Associates degree in English/Journalism, December 1999

AWARDS AND ACHIEVEMENTS:

Award of Excellence from Madonna University for writing a report on product development focusing on I-DEAS software from SDRC with the use of Microsoft Office and Internet

Best of Naples Award: Professional Writing Services was selected for the Best of Naples Award in the Marketing Consultants category by the Naples Award Program in November 2019