

ANDRÉ MORRISSEN

Multimedia Communication

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PROFESSIONAL ACHIEVEMENTS

- Wrote, designed, and created rich multimedia training tools for a worldwide audience, including online demonstrations, user guides, and quick start guides using industry-leading tools and applications.
- Spearheaded innovation in Technical Support by co-writing, filming, and editing a series of video-based technical support resolutions using live action and CGI for online publication to a worldwide audience.
- Designed and implemented a performance scorecard using Microsoft Excel and Microsoft Visual Basic for Applications (VBA) for Technical Support managers to evaluate and measure agent compliance and determine training needs.

QUALIFYING SKILLS

Computer Skills

Productivity: Adobe Acrobat, Microsoft Office Suite 2010, Atlassian Confluence, Microsoft SharePoint, Microsoft Visio, Microsoft Visual SourceSafe, <oxygen/> XML Editor, Perforce (p4)

Design: Adobe Dreamweaver, Adobe FrameMaker, Adobe Photoshop, Adobe InDesign, Adobe Captivate, TechSmith Camtasia, Adobe Illustrator, Adobe Flash Pro

Video: Adobe Premiere Pro, Adobe Encore, Adobe Audition, Adobe After Effects, Adobe Soundbooth

Languages: HTML, XHTML, XML, CSS, JavaScript, Microsoft VBA

Style Guides

Adobe Style Guide

Chicago Manual of Style (15th Edition)

Microsoft Manual of Style for Technical Publications (MSTP) (5th Edition)

Sun Microsystems Style Guide

Language Skills and Work Authorization

Spanish (advanced) and French (intermediate)

Dual U.S. and U.K. citizen: authorized to work in U.S. and the European Union (EU)

EXPERIENCE

Technical Editor (Contract)

January 2010–Present

Microsoft Corporation, Redmond, WA

- Reviewed and edited Windows Protocols documentation for technical accuracy and adherence to established U.S. Department of Justice and European Union (EU) guidelines using Microsoft DxStudio XML editor and versioning software.
- Collaborated with programmer writers and product groups to manage editing schedules, track documentation issues, and implement required changes by deadlines.
- Created new and edited existing indexes on multiple Windows Protocols documents.

New Feature Notes Writer & Knowledgebase Editor

February 2008–November 2009

Adobe Systems Inc., Seattle, WA

Laid off in company-wide restructuring

- Wrote, edited, and published knowledgebase documents and multimedia presentations for public and internal customers, and coordinated with Technical Support and Localization teams to ensure timely and relevant translations.
- Collaborated with engineering teams to write, edit, and publish product release notes (New Feature Notes) using FrameMaker (DITA) and Confluence wiki software to assist prerelease testers.
- Wrote, edited, and reviewed product help documentation using FrameMaker and Acrobat to ensure accuracy for a worldwide audience.

continued

Demo Builder & Technical Writer

3Sharp, Redmond, WA

August 2007–February 2008

Accepted an offer from Adobe Systems, Inc.

- Created visual Flash-based demonstrations and edited accompanying scripts to illustrate the integration between Microsoft Office 2007 and SharePoint for marketing and sales teams.
- Wrote and edited an Office InfoPath training manual to assist new Technical Support agents during their ongoing training.

Support Research Specialist (Contract to Employee)

Adobe Systems Inc., Seattle, WA

December 2005–June 2007

Laid off in company-wide restructuring

- Collaborated with engineers, product specialists, and support agents to research and write technical documentation for worldwide support issues.
- Wrote, reviewed, and presented training for products and relevant technologies to vendors and colleagues.
- Collaborated with call center agents at multiple levels and communicated with external customers to research and resolve technical support issues.

Desktop Publisher & Indexer

WASSER Studios, Seattle, WA

May 2005–December 2005

Accepted an offer from Adobe Systems, Inc.

- Performed desktop publishing, proofreading, and quality assurance for both English and localized technical documentation for HP and Siemens Medical.
- Created index for 500 page implementation guide about Intel High Definition Audio for U.S. release.

Copyediting Mentorship

Microsoft Corporation, Redmond, WA

January 2004–June 2004

Completed as part of Technical Communications AAS Degree

- Copyedited Job Aids for clarity, consistency, and adherence to the Microsoft Manual of Style for Technical Publications (MSTP) to help users worldwide perform specific tasks within programs.
- Copyedited Service Level Agreements (SLAs) to provide clear instructions for third-party developers.

Technical Writer & Training Developer

Multiple employers (as listed)

November 1999–May 2005

- Created and edited instructional manuals and quick start guides for Seattle Central Community College faculty and staff to help improve understanding and productivity.
- Created, designed, and edited procedural documentation using FrameMaker and InDesign to improve consistency and productivity for a Seattle-based non-profit business.
- Developed program of study and trained Spanish-speaking faculty for community Web design classes for El Centro Británico in Pucallpa, Peru.

Freelance Multimedia Producer

Girl on the Gallows, Seattle, WA

Ongoing

- Designed, wrote content for, edited, and published numerous websites for individuals and organizations using Photoshop, Illustrator, and Dreamweaver.
- Wrote, produced, directed, and edited a stop-motion animation series for children (www.citykrew.com), and produced segments, commercials, and promos for a cable talk show.

EDUCATION

Technical Communications, AAS Degree (Seattle Central Community College)	2002–2004
Creative Writing (North Seattle Community College)	Winter 2002
English & Art, A-Levels (Billericay High School, Essex, U.K.)	1990–1993