

PROFESSIONAL ACHIEVEMENTS

- Designed and created rich and varied multimedia training tools for a worldwide audience, including online demonstrations, user guides, and cheat sheets using a wide array of tools and applications.
- Produced high-quality technical documents for print and Web to help streamline procedures and increase efficiency companywide.
- Consistently completed high-priority projects within tight deadlines while still recognizing core personal and team responsibilities.

QUALIFYING SKILLS

Computer Skills

Office: Acrobat (ACE Certified), Microsoft Office Suite 2010, Visio
Design: InDesign, FrameMaker, Photoshop, Captivate, Illustrator
Video: Premiere Pro (ACE Certified), Encore DVD (ACE Certified), Audition, After Effects
Languages: HTML, XHTML, CSS, JavaScript, XML
Internet: Dreamweaver, Fireworks

Style Guides

Microsoft Manual of Style for Technical Publications (MSTP)
Chicago Manual of Style (15th Edition)
Adobe Style Guide

Languages and Work Authorization

Spanish and French
Dual U.S. and U.K. citizen. Authorized to work in U.S. and the European Union.

EXPERIENCE

Freelance Multimedia Producer

Girl on the Gallows, Seattle, WA

Ongoing

- Directed live-action short film for the Seattle 48 Hour Film Project.
- Wrote, produced, directed, and edited a children's stop-motion animation project (www.citykrew.com).

Technical Editor (Contract)

Microsoft Corporation, Redmond, WA

January 2010–Present

- Reviewed and edited protocol documentation for technical accuracy and adherence to established U.S. Department of Justice and EU guidelines.
- Created new and edited existing indexes on multiple high-level protocol documents.

New Feature Notes Writer & Knowledgebase Editor

Adobe Systems Inc., Seattle, WA

February 2008–November 2009

- Created, 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) to assist prerelease testers.
- Edited and reviewed product help documentation to ensure accuracy for a worldwide audience.

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Demo Builder & Technical Writer

3Sharp, Redmond, WA

August 2007–February 2008

- 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 InfoPath training manual to assist new Technical Support agents during their initial and ongoing training.

Support Research Specialist

Adobe Systems Inc., Seattle, WA

December 2005–June 2007

- Collaborated with engineers, product specialists, and support agents to research and create technical documentation for worldwide support issues.
- Created, reviewed, and presented training for products and relevant technologies to vendors and colleagues.

Desktop Publisher, Indexer

WASSER Studios, Seattle, WA

May 2005–December 2005

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

Copyediting Mentorship

Microsoft Corporation, Redmond, WA

January 2004–June 2004

- 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 to provide clear instructions for third-party developers.

2nd Unit Coordinator & Online Editor

SexLife Live, Seattle, WA

November 2003–September 2005

- Coordinated and directed technical crew, trainees, and talent for segment, commercial, and promo shoots.
- Created, produced, filmed, and edited segments, commercials, and promos for live broadcast using Premiere Pro, Audition, After Effects, and Encore DVD.

Office Assistant

Seattle Central Community College, Seattle, WA

December 2003–May 2005

- Created and edited college-wide instructional manuals and cheat sheets for faculty and staff to help improve understanding and productivity.

Office Manager

All Pilgrims Christian Church, Seattle, WA

February 2000–May 2005

- Created, designed, laid out, edited, and proofread procedural documentation to create consistency and improve productivity within the organization.

Web Design Consultant & Examiner

El Centro Británico, Pucallpa, Peru

November 1999–February 2000

- Developed program of study and trained faculty for community Web design classes.

EDUCATION

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