

### **Excellent writer, editor, and designer with 20+ years of experience developing content for instructional, promotional, and technical materials.**

Skilled in composing copy, layouts, and templates for training materials, instruction and maintenance manuals, brochures, newsletters, and flyers. Strong leader with the ability to ensure accuracy and quality on projects as well as completion within deadlines and budgets. Excellent at streamlining processes to improve productivity and quality assurance. Successful at developing and implementing process standardization and style guidelines. Talented communicator with ACG and ALB designations from Toastmasters.

#### *Areas of Emphasis*

- MIL-STD-40051-2x Technical Manuals
- Instruction and Operator's Manuals for Military Equipment, Rail Cars, and More
- Writing and Editing
- Training Manuals and Presentations
- Content Development
- Style Guidelines
- Graphic Design

### PROFESSIONAL EXPERIENCE

#### **ENTE GEE, Billerica, MA**

**Contractor / Technical Procedure Documentation Writer, June 2021 – Present**

Contracted to BAE Systems, Greenlawn, NY.

Develop, gather, and disseminate technical information. Prepare operator's manuals in electronic formats to communicate complex and technical information for operation and field use.

#### **D & R TECHNICAL SOLUTIONS, Vestal, NY**

**Technical Procedure Documentation Writer, May 2019 – June 2021**

Developed, gathered, and disseminated technical information. Prepared instruction manuals, operator's manuals, and other supporting documents, including training manuals and presentations, in electronic and hard copy formats for rail cars, military equipment, and more to communicate complex and technical information for maintenance and operation and field use.

**Editor/Writer, Technical Document Specialist, Desktop Publisher, September 2018 – May 2019**

Designed, formatted, and populated technical training templates and documents such as presentations, lesson plans/instructor guides, student guides, and student handouts, as well as illustrated parts catalogs, operator's manuals, and maintenance manuals. Utilized MS PowerPoint, MS Word, and Adobe FrameMaker to complete projects to company standards and client requests in an ISO 9001:2015 environment. Collaborated with technical writers and editors on content development and accuracy of technical documents. Edited graphics, configured and published final PDFs, and proofread before projects are released to clients. Transcribed training presentations into scripts for recap training videos.

#### Selected Achievements:

- Created a streamlined production process and graphics naming system to eliminate multiple file alternations and reduce costs. Partnered with art department senior staff and graphics team to apply procedure as standard operating procedure.
- Improved accuracy of training materials and technical documents through proactive updates.

#### **STAFKINGS, Binghamton, NY**

**Contractor / Editor/Writer, Technical Document Specialist, Desktop Publisher, March 2018 – August 2018**

Contracted to D & R Technical Solutions, Vestal, NY.

#### **PSI INTERNATIONAL, INC., Fairfax, VA**

**Contractor / Writer/Editor, Graphic Designer, Senior Consultant, June 2015 – September 2016**

Contracted to New York State Statewide Financial System (NYS SFS), Albany, NY.

Wrote and edited content for technical, educational, informational, and promotional materials. Completed graphic projects including banner ads, conference display boards, flyers, presentations, and email templates based on SFS branding guidelines. Provided leadership and oversight for part-time staff and delegated assignments for timely completion.

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Created, revised, and maintained three versions (development, staging, and production) of three websites (public, intranet, and client secure access), including templates and styling. Investigated the most viable options and created website structures to house catalogs of data. Managed month-end processing for website notification processes.

### Selected Achievements:

- Served as final proofreader for all externally distributed materials.
- Developed and implemented new branding style guidelines for SFS.
- Designed NYS SFS Quality Assurance Checklist based on *The Associated Press Stylebook* and *The Chicago Manual of Style* to ensure consistent writing and editing standards.

### **NTT DATA, Boston, MA**

**Contractor / Writer/Editor, Graphic Designer, Senior Consultant, March 2014 – May 2015**

Contracted to New York State Statewide Financial System (NYS SFS), Albany, NY.

### **WEB SIGHTS & MORE, LLC, Binghamton, NY**

**Editor/Writer, Documentation Specialist, Graphic Designer, Managing Director, 2000–Present**

Develop specialized technical content for various clients in multiple industries. Compose website copy, press releases, training presentations/slides, and learning guides for operator/instruction manuals. Produce publications, as well as print and digital marketing collateral such as brochures, newsletters, signs, invitations, and posters. Discuss production schedules with clients and track project progress to ensure completion within budgets and deadlines.

### Selected Achievement:

- Received many glowing reviews for design work, problem solving abilities, and customer satisfaction.

## TECHNICAL PROFICIENCY

**ADOBE** | *Photoshop, Illustrator, Acrobat Pro, InDesign, Dreamweaver, Fireworks, FrameMaker*

**MS OFFICE** | *Word, PowerPoint, Excel, Access*

**COREL** | *DESIGNER®, PHOTO-PAINT, CorelDRAW*

## EDUCATION

Bachelor of Science in Liberal Arts/Professional and Technical Writing (2019 – 2023)

Excelsior College, Albany, NY

Associate of Arts in Humanities

State University of New York College of Agriculture and Technology, Cobleskill, NY

## COMMUNITY LEADERSHIP

Washington County Toastmasters

- Served as President, VP of Education, VP of Membership, VP of Public Relations, and Secretary
- Advanced Communicator Gold (ACG)
- Advanced Leader Bronze (ALB)

North County IMP (Impossible Mensa Forces)

- Area Coordinator

## PROFESSIONAL AFFILIATIONS

Member, Freelancers Union

Lifetime Member, Mensa International

Member, Society for Technical Communication