

WORK EXPERIENCE

Zombeck.com, Owner December 2008 – 2010

- Design, develop, and maintain content management website and blogs.
- Provide content, articles, and blog posts for customer web sites and blogs.
- Create Flash™ and PDF interactive tutorials, step-by-step, and how-to documents as training material for product training and marketing.
- Edit and maintain high quality user guides, tutorials, and product walk-throughs for software and web technology.
- Design illustration, layout, and design of documents, sites, and all collateral.
- Research topics and create concise, thorough, and understandable documentation and articles.
- Consistently complete projects on or before deadline.

Bitstream, Inc., Senior Technical Writer 2007 – 2010

- Edit and maintain high quality user guides, tutorials, and product walk-throughs for the print industry over a wide range of products and suites.
- Create Flash™ and PDF interactive tutorials and step-by-step training material for product training and marketing.
- Develop and maintain new concepts for illustration and layout and followed through to implementation.
- Work closely with writing team to improve general readability and flow of existing documentation.
- Consistently complete projects on or before deadline.
- Collaborate and communicate closely with tech support, software engineers, developers, and writing team to guarantee the technical accuracy of all published material.
- Work with printers and manufacturing to guarantee distribution of final print and media products.

Intuit, Inc., Technical Writer 2006 – 2007

- Edited and revised existing articles to guarantee technical accuracy of articles being published and migrated that content to new publishing templates for the Web publishing.
- Created comprehensive online knowledge base documents for newly released and existing products.
- Created Flash™ interactive and step by step training material for new and existing employees.
- Analyzed Voice of the Customer (VOC) and Voice of the Agent (VOA) data to determine top support issues and created relevant documents.
- Collaborated with support staff, engineers, developers, and writing staff to ensure technical accuracy.
- Compared newly submitted articles with existing content, combined content to create new articles, and deleted duplicate or redundant articles as necessary.
- Consistently met deadlines and adapted to changes in direction.

myZtech, Technical support and training for small and medium sized businesses, Seattle, WA, Owner, 2004 - 2006

- Created visual step by step, how-to guides for new hires and existing employees in a broad range of technical areas.
- Researched and tested new technologies and software to better understand and illustrate end user's experience.
- Installed, configured, and supported server and workstation operating systems.
- Created newsletter to provide customers with Windows XP tips, tricks, and technical information generating customer loyalty and retention.
- Edited and wrote content for customer web sites.
- Designed document services training for national chain of franchised service stores to meet corporate initiatives and goals.
- Conducted one-on-one and small classroom training, covering various technologies and software applications.
- Created procedural documentation for email and data retention, security policies, and troubleshooting procedure.

Adobe Systems, Level 3 Technical Writer and Support Engineer, Seattle, WA, 2000 – 2004

- Edited and collaborated on product user guides, training manuals, and internal documentation for product releases and maintained documentation throughout the product life cycle.
- Collaborated, contributed, and edited "Adobe Classroom in a Book," with other writers and software specialists.
- Created training material for tier 1 and 2 technical support specialists, as well as troubleshooting guides, helpdesk procedure, and accurate case note guidelines.
- Contributed quarterly articles to Adobe Magazine.
- Assisted, facilitated, and was acknowledged in a well reputed third party Adobe software reference book.
- Managed the overall business and contractual relationship with enterprise customers, including performance tracking, evaluation, and conflict resolution. Customers included Lockheed Martin, Nortel, The U.S. Naval Observatory, Novell, Boeing, and the IRS.
- Worked closely and maintained close communication with software engineers and developers to provide accurate product documentation.
- Tested and experimented with software to substantiate documented issues and accurately communicate information.
- Conducted product training classes for new employees, and on-going training for existing employees.
- Identified training needs and created curricula and course outlines to meet those needs.
- Administered weekly call monitoring/calibration sessions of Tier 1 and Tier 2 support to determine training and coaching needs.
- Supported FrameMaker + SGML and XML for enterprise customers and end users.

Sykes, Inc., Adobe Technical Support Outsourcer, Level 2 Adobe Support Engineer, Charlotte, NC, 1998 – 2000

- Edited and contributed to online Knowledge Base articles, step by step, and "how to" guides.
- Responsible for all escalations of unresolved issues from tier 1 support and developed training programs in response.
- Consistently maintained a 98% resolution rate with all incoming technical issues from national customers and international satellite offices.
- Tested and recreated end user experience with software application in order to better understand and document results.
- Monitored case notes of support calls for accuracy and possible needs for documentation on specific issues.
- Maintained internal and public online knowledge base as needs arose throughout product life cycle.

Independent Tribune, Reporter, Cabarrus County, NC, 1995 – 1998

- Responsible for writing weekly front page articles and AP publications.
- Met daily deadlines for breaking news coverage on local police, fire, and emergency stories.
- Introduced monthly technology articles which became a weekly segment due to reader response.
- Interviewed and met with a diverse cross section of the community to report on and inform readers of local news and events.
- Wrote human interest stories, covering people and events throughout the county.

RELEVANT SKILLS

- Huffington Post contributing blogger: 90 percent of submissions have been featured on front page.
- Designed, configured, populated, and maintained blog sites using various CMS and blogging technologies, leading to high web traffic, Google page rank, and 10,000 Twitter followers.
- Outstanding written communication - selecting language, tone, and format targeted to audience.
- Strong ability to communicate complex concepts in layman's terms.
- Versed in current web publishing technologies, design, and layout.
- Significant experience and success effectuating and managing change.
- Effective relationship management with customers and coworkers.
- Technical abilities extend to multiple platforms and operating systems with proficiency in, but not limited to, Adobe and Microsoft products and technology.
- Creative, comprehensive, and effective business and technical analysis skills.
- Exceptional interpersonal and customer skills.
- Effective at leading meetings and working under tight deadlines.

- Ability to troubleshoot, create solutions, and convey information to customers in a user friendly manner.
- Fluent French
- Technologies: Joomla! CMS, Wordpress, Camtasia, Microsoft Word, Microsoft PowerPoint, Microsoft Publisher, Adobe Illustrator, Adobe FrameMaker, Adobe Photoshop, Adobe Acrobat, Adobe InDesign, Adobe Captivate, Adobe Dreamweaver, Adobe Flash, Adobe Premiere, Windows Movie Maker, Windows Photo Story, Visio, Windows Server 2003, Windows Small Business Server, Exchange, Active Directory, Windows 7, Windows Vista, Windows XP, Mac OSX, HTML, DHTML, XML, PHP, CSS.

CERTIFICATIONS AND AWARDS

- ***Microsoft Certified Professional, Installing, Configuring, and Administering Windows XP Professional-2006***
- ***Speakeasy VoIP Certification***, VoIP sales, assessment, and installation partner certification – 2005
- ***Programming with XML in the .NET Framework***, NetDesk Certification Class - 2003
- ***Adobe Certified Expert***, Adobe Software Certification – 2001
- ***Adobe Award for Technical Service***, Presented by Sykes - 1999
- ***Harvard University Extension***, 4.0 GPA, Composition and Expository Writing - 1995
- ***Smithsonian Pride Award***, Award for outstanding achievement - 1995