

Jules Reid

Technical Writer / Quality Assurance - Pfizer via Manpower

Fort Collins, CO

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Efficient and highly experienced technical writer seeking a long-term position in a challenging and dynamic environment that utilizes my technology, education, teaching, writing, editing, and Quality Assurance (QA) skills.

WORK EXPERIENCE

Technical Writer / Quality Assurance

Pfizer via Manpower - 2017 - Present

Research, edit, and write Standard Operating Procedures (SOPs)

Resident Assistant, RA

Fort Collins Health Care Center - 2016 - 2016

Provided skilled personal care which may include but not limited to:

Assisting patients with skin care, oral care, hygiene, light housekeeping, dressing changes, ambulation, meal preparation, and other daily activities.

Technical Writer

- 2015 - 2015

- Identified document requirements and obtained necessary raw information from engineers
- Designed, wrote, edited, and maintained documents using FrameMaker, Illustrator, Photoshop, and other software applications
- Continuously evaluated business processes, identified improvement opportunities, and implemented improvements

Social Media Specialist

- 2013 - 2015

- Maintained social media accounts (Facebook, Pinterest, Instagram, Twitter)
- Researched wildlife specialist networking opportunities

Technical Writer

Hewlett Packard - 2011 - 2014

- Worked with an XML-based authoring and content management system (CMS)
- Researched, edited, wrote technical documentation for the Hewlett-Packard (HP) Workstation product line
- Produced technical User Guides and Installation Guides
- Updated documents for technical accuracy, style, grammar, and adherence to various task-based guidelines
- Developed and maintain templates, processes, and training documentation
- Content management of source material
- Trained and mentored new employees

Technical Writer

Sun Microsystems - 2007 - 2008

- Created User Guide for Oracle-based software
- Collaborated with engineers about software documentation
- Tested product functionality (QA)

Technical Writer

Sun Microsystems - 2006 - 2007

- Updated Sales Guides
- Researched product information
- Created Installation Guide for software application
- Provided documentation on usability of software user interface (UI)

Technical Writer

- 2006 - 2007

Update and create business process documentation for a recently acquired company

- Updated business process documentation to include the historical, transitional, and future practices
- Created business process flow charts
- Created Product Lifecycle Documents (PLDs) to support documentation
- Updated existing templates

Technical Writer

SkyeTek Inc - 2005 - 2006

- Designed, developed, researched, and wrote documentation (User Guides, reference manuals, application notes, and Quick Start Guides) for RFID technology
- Created illustrations for documentation
- Develop documentation templates

Localization Of Technical Documentation - 2005 - 2005

- Rebuilt web site for localization using CSS, JavaScript, and HTML
- Formatted English and foreign language documents

Technical Writer

Highland Management, Inc - 2005 - 2005

- Designed, develop, research, and write software help files
- Contributed to web site content
- Designed and wrote User Guides

Technical Writer/Web and Marketing Specialist

Sun Microsystems - 2004 - 2004

- Utilized Interwoven Starlight (TeamSight, Section Manager) for content management of web sites
- Utilized Jitterbug and RT Tool to track and fix web site issues
- Used HTML, CSS, and JavaScript to update web sites
- Maintained and researched web site content (architecture, navigation, usability)
- Wrote marketing material updates for web site
- Created process documentation and flowcharts to document marketing and web site issues

Technical Editor/Writer

Sun Microsystems - 2002 - 2004

- Wrote and edited enterprise-level documentation for hardware and software products
- Wrote and edited online courses

- Worked with customers and engineering staff to ensure technical accuracy and thoroughness of documentation

Technical Editor/Writer III

Sun Microsystems - 2000 - 2002

- Wrote and edited enterprise-level hardware documentation
- Contributed to development of Quality Assurance (QA) checklists
- Researched, developed, wrote, and instructed FrameMaker training
- Researched and developed tools to create efficient processes
- HTML editing and scripting
- Lead in the development of data-conversion tool, which increased efficiency of product development and delivery

Software Instructor

CompUSA - 1998 - 2002

- Taught HTML, web site design, and software courses
- Helped students discover the most productive tools and shortcuts
- Developed and delivered Internet research training material in the classroom

Technical Research Associate / Editor

EarthWeb Subscription Services - 1999 - 2000

A business-to-business Information Technology service provider

- Data conversion (conversion of diverse file types into a proprietary sub-set of SGML using Perl translators and MultiEdit software), HTML editing
- Responsible for creating Quality Assurance (QA) standards that increased accuracy and quality of the product
- Created documentation of QA procedures and instructed other staff on procedures
- Researched and problem solved graphic issues which resulted in increased quality of product
- Created documentation and delivered training presentation on graphic issues
- A member of a team that increased productivity and accuracy of company product

Localization Specialist

Sykes Enterprises Inc - 1998 - 1999

Republish hardware and software manuals into foreign languages using FrameMaker, Trados, Acrobat, and other tools

- Worked with Windows and Mac foreign-language operating systems
- Provided proofreading, editing, and QA for documents
- Functioned as Lead Publisher on several projects
- Mentor to peers

EDUCATION

BA in Psychology

University of Colorado - College of Arts and Sciences

1996

SKILLS

HTML, FRAMEMAKER, CMS, CONTENT MANAGEMENT SYSTEM, XML

ADDITIONAL INFORMATION

SKILLS

- Windows, Mac, and UNIX proficient
- Teaching (software, hardware use, and Internet)
- Proficient with FrameMaker, Arbortext Editor, Acrobat, RoboHelp, InDesign, MS Office (Word, Excel, PowerPoint, Visio, Outlook), MultiEdit, PhotoShop, Illustrator, WebWorks, StarOffice, WordPerfect
- Version control systems: SharePoint, CMS, Cheetah/Vasont
- HTML, CSS, XML
- Firm knowledge of Chicago Manual of Style and AP Style Guides
- Social Media, Marketing, Public Relations