

Professional Skills

Excellent technical writing, editing, information mapping, and creative developing skills with 15+ years of document creation, consolidation, drafting, copy editing, formatting, and executive level revisions with the goal of concise, fluid, clear communication to diverse audiences, including: executives, managers, associates, and customers; experience reducing documentation to essentials, combining information, working with SMEs and software engineers to verify accuracy and to identify gaps in training; experience creating friendly end-user documentation for various audience skill levels, tight time-frames and changing priorities; experience creating interactive and printed documentation for software, technical equipment, and consumer products; docs include: user guides, reference material, internal communication, job aids, training tutorials, legal compliance, customer support, safety, and data analysis

- MS Office 365 : Word Excel PowerPoint Outlook Visio 2007
- Adobe: InDesign CS5.5 FrameMaker 7.9 Photoshop CS5.1 Acrobat X Pro
- Bookkeeping: QuickBooks Receipt entry Payments Client invoicing QuickBooks payroll
- Web: Website design/creation/ maintenance: Google tools/ forms Go Daddy

Professional Experience

Keith Davis Construction Office Assistant / Bookkeeper Portland, Oregon 2018 – Present

- ❖ Create and edit Time & Vendor Reports to locate & correct errors and to create clear, accurate billing across multiple clients and jobs
- ❖ Enter materials costs, subcontractor charges, client payments, billable hours into QuickBooks; edit employee job-task descriptions
- ❖ Invoice clients including labor, material costs, and subcontractor costs; pay subcontractors
- ❖ Enter new jobs & tasks into Basecamp; create suite of documents for each client
- ❖ Process payroll and various federal, state, and local taxes, assist with end-of-year tax process 1099, W2s, W9s etc.

Owner and Operator of PAI Design Creation Services Portland, Oregon 2013 – 2018

- ❖ Provided document and graphic design services for businesses and private use: PAI Design Creation Services
- ❖ Designed, created and maintained website using Google sights tool and HTML code; created & embedded: png graphics, video, digital art, photos, logos, & examples using Debut Video Capture Software, MS Paint, InDesign CS5.5, Photoshop CS5.1, Illustrator CS 5.1, and MS Word '10
- ❖ Work samples, products & services, coding & web work, digital art, photos, graphics: available upon request

Contract Experience Greater Portland, Oregon 2010 – 2018

Aerotek: Sub-contracted to InFocus Tigard 2017-2018

- ❖ Created/edited technical documentation on multiple with MS Word, InDesign, Excel, Photoshop, Illustrator for international & domestic audiences
- ❖ Created ECOs in SharePoint

Kforce Inc.: Sub-contracted to Lightspeed Aviation Inc. Lake Oswego, Oregon 2013

- ❖ Created and edited technical equipment documentation in MS Word, designed paragraph and character styles for import into InDesign; bound by a privacy agreement

Fred Meyer Corporate Office: IS&S – Software Documentation Portland, Oregon 2013

- ❖ Learned proprietary software for report generating system (in development using Agile methodology/ test); created user guide & quick ref
- ❖ Analyzed user tests of the documentation; made adjustments to deliverables, format, and content; created templates in Word & FrameMaker
- ❖ Produced deliverables in FrameMaker 7 and MS Word '10; converted documents to bookmarked pdfs for interactive web publishing & print

Fred Meyer Corporate: HR – Organizational Structure Portland, Oregon 2011 – 2012

- ❖ Mapped workflow and job task processes in Visio; produced executive summaries, 150+ maps showing inter-dependencies and required labor hours
- ❖ Researched and analyzed Fred Meyer HR departments and training position labor hours to determine which percentage of the various job functions fit into parent company categories; used Excel to calculate total labor hour usage for each parent company category
- ❖ Used Excel to roll-up and synthesize individual and total results into data tables and pie graphs
- ❖ Created templates and presentation materials in MS Excel and MS Word to aid VPs in restructuring Fred Meyer division's HR (RET & SRD)
- ❖ Demonstrated an under allocation of labor hours required to process the HR department's standard workload
- ❖ Presented a cost/benefit analysis which suggested a solution for a video archiving challenge to save Fred Meyer \$12,000/year

Northwest Alliance Group L.L.C. – GSA Qualification Portland, Oregon 2010

- ❖ Researched and wrote documentation in MS Word to qualify Portland companies as GSA preferred providers
- ❖ Coached business owners on how to present their company's procedures and accomplishments; interviewed diverse positions as SMEs

Author Portland, Oregon 2008 – Present

- ❖ Wrote [Facing The Monster](#), a survival guide book in MS Word for families, whose lives have been touched by cancer 2008 – 2009
- ❖ Created and edited artwork and graphics in Photoshop CS5.5; currently indexing and researching publishers and options 2013 –2017

Fred Meyer Corporate HR: RET – User Information Analyst Portland, Oregon 1995 – 2000

- ❖ *Overview:* Wrote & maintained clear, concise, and accurate software, hardware, promotion, procedural documentation & communications for stores, divisional offices, & warehouses (Fred Meyer, Smith's, Smitty's, Fry's, Kroger); researched information; created deliverables & templates in Visio & FrameMaker for diverse needs and audience groups; coordinated with teams to design, write, & revise project requirements; recommended and produced revisions to existing materials in scope, format, & content; balanced multiple tasks; met tight business driven deadlines
- ❖ *Projects—HR:* User & reference guides, job aids, quick references, newsletters, conversion packets, management guides, illustrated procedures (salvage, teller, tracking, etc.) promotional marketing materials, compliance posters, flyers, management– store memos, online help HTML/ CSS
- ❖ *Projects—Software:* Systems—Point of sale, report generating, warehousing systems; Agile principles; assist with debugging (static & dynamic testing)
- ❖ *Projects—Training:* Self-paced guides, story boards, student and trainer classroom materials (tellers, pharmacists, cashiers, managers, associates)
- ❖ *Graphics:* Developed & adapted grx for covers & content using Photoshop/clip art/FrameMaker for interdepartmental documentation
- ❖ *Multitask Workload:* Managed multiple projects concurrently; usual workload: 6 to10 quick turn-around & ongoing projects; balanced timelines
- ❖ *Standards:* Co-wrote a team produced style guide; provided peer editing & document updates; interviewed SMEs to ensure accuracy/ completeness
- ❖ *Audience:* Wrote for various abilities: trainers, pharmacists, tellers, jewelers, & associates across 400 geographically dispersed divisions, offices & stores

Professional Skill Specifics

Project Planning and Documentation Management

- ❖ *Team Work*: Foster confidence; build partnerships; work and communicate effectively within diversely skilled, inter-departmental project teams; synchronize schedules; standardize global elements; participate in the ideation process; single source documentation
- ❖ *Independence*: Adopt document ownership responsibility and work independently with limited supervision in fast paced environment
- ❖ *Artistic Eye*: Proficient in using color to catch attention with graphics
- ❖ *Time and Priority Management*: Manage multiple, simultaneous projects and dynamic deadlines; allocate time based on project goals, team members' schedules, & manager's choices; estimate time requirements; begin with the end in mind to increase efficiency
- ❖ *Agile Methodology*: User test/ customer driven; block (partial) production, according top priorities; assist with dynamic testing
- ❖ *Documentation Design*: Design and organize documentation independently or participate in team planning of requirements and presentation; corroborate on scope, timeline, deliverables, reviews, sign-offs, organization, milestones, information mapping, prioritization
- ❖ *Project Planning*: Consult with a cross-functional team to define goals, deliverables, and time schedules; investigate user needs; present at meetings; identify/communicate inter-dependencies
- ❖ *Communication Skills*: Bridge the communication gap between engineers and creative personalities; use clear verbal & written communication to management, to the target audience, and within an inter-disciplinary team; communicate necessary adjustments with team & managers; adapt scope, organization, & content based on user testing; drop box experience
- ❖ *Attitude*: Demonstrate creative, solution oriented critical thinking; suggest solutions for difficulties, & multi-task to meet tight deadlines

Discovering and Meeting Audience Needs

- ❖ *Audience Analysis*: Research audience skill levels and user roles to design and create clear documentation for both technically sophisticated and non-technical groups; interview diverse SMEs
- ❖ *Information Gathering*: Define and ask questions of appropriate sources to gain user required knowledge; map the information
- ❖ *Targeted Information and Delivery Method*: Analyze which information the audience requires; fact check details, propose the best delivery method to communicate the information; produce concise documents which enable diverse audience groups to quickly use targeted knowledge; provide a resource which answers questions (job aid, helpdesk #, quick reference)

Content and Deliverables

- ❖ *Artistically Talented*: imaginative use of color, image creation, and manipulation for promotion, marketing, branding, & personal uses
- ❖ *Content Planning and Revision*: Collaborate with SMEs and geographically dispersed teams to plan content and ensure comprehensive technical accuracy; focus on details and fact checking
- ❖ *Researching and Mapping*: Gather and analyze data; research, information map, translate functional requirements into clear documentation; present information that achieves the project goals
- ❖ *Information Organization and Mapping*: Incorporate marketing information, engineering specs, and user instructions; use conditional text and icons to meet different audience needs in a single source document, from which many versions are managed
- ❖ *File Organization*: Organize hard copy sign-offs and electronic files using document management systems
- ❖ *Learning*: Quickly learn technically complex products, find software errors, and communicate solution recommendations
- ❖ *Graphics*: Create and adjust images for optimal message and maximum eye appeal; develop & integrate graphics into documentation; proficient use of InDesign & Photoshop; team idea consultation/ feedback
- ❖ *Editing*: Proof all work to achieve accuracy, consistency, version control, and clarity by following a style guide, consulting SMEs, using templates, and working with version control systems
- ❖ *Testing and Revision*: Observe user tests and gather user feedback; make adjustments based on performance; proof documents and make final changes according to SME reviews and sign-off authority
- ❖ *Templates*: Create /use templates for consistency and logical presentation
- ❖ *Deliverables*: Produce on-time delivery of impactful documents and communications; meet team set and business driven deadlines

Company Image and Protection

- ❖ *Revision*: Provide editing; familiar with document management systems, and APA, MLA, Gregg Style Guide; follow company procedures for final sign-off; co-wrote company Style Guide
- ❖ *Prioritization*: Present status reports with multiple tasks and project goals, so managers can prioritize them
- ❖ *Company Standards*: Follow company security, policies, procedures/practices, dress code guidelines, company cultural precedents and methodologies, ISO 9001 quality standards
- ❖ *Version Control*: Use company approved version control methods; main-tain docs requiring executive update approval; single sourcing methods

Accomplishments: Longevity and Benefits of My Documentation

- ❖ *Legal Protection*: My electronic surveillance training was used in a lawsuit to prove an employee had acted outside company policy
- ❖ *Revenue Increase* : My documentation qualified Oregon companies for GSA's preferred provider status for government contracts
- ❖ *Document Quality and Longevity*: I designed a quick reference, still in use when I was re-hired to write the replacement, 17 years later
- ❖ *Work Examples*: Software documentation, Excel data sheets, Visio maps, digital art, coding, graphics
- ❖ *Increase In Productivity and Budget Savings*: I created a cost/benefit analysis, suggesting a way to save \$12,000/year in lost productivity
- ❖ *Savings of Time and Money*: I aided in restructuring corporate HR:
 - Streamlined processes and eliminate redundancy
 - Demonstrated an under-allocation of required human resources
 - Prevented elimination of necessary labor hours

Education: Formal and Professional Development

			Portland, Oregon		
• 2018:	On the job training:	QuickBooks	SharePoint	Taxes	
• 2017:	MS Office 2016 (365):	Word '16	PowerPoint '16	Excel '16	Outlook '16
• 2014:	Creating Mobile Apps	HTML 5 refresher	Basic JavaScript /CSS refresher	Inkscape	
• 2013:	Website design/ creation/ maintenance experience		Photoshop CS5.1 refresher		Illustrator CS5.1 refresher
• 2012:	PowerPoint '10 refresher	Acrobat X Pro refresher	Excel '10	MS Paint	HyperSnap
• 2011 & earlier:	InDesign CS5.5 2011	FrameMaker 1995 – 2000	Technical writing, grammar, information mapping classes 1995 – 2000		

Bachelor of Science – (Emphasis in Physics)
1988 The Evergreen State College

Olympia, Washington