**Profile**

* Enthusiastic technical writer with strong web and design skills.
* Experience with planning, implementation, and maintenance of print, web, and interactive content.
* 10+ years' experience as a technical writer in the computer sector, creating documentation using such tools as Structured FrameMaker, Photoshop, Illustrator, InDesign, RoboHelp and Acrobat.
* Experience with preparation and preflighting of PDF files using both CMYK process and spot colours.

**Highlights of Qualifications**

* Experience with FrameMaker, DITA, WebWorks Publisher, and HTML Help.
* Experience with Word, Excel, PowerPoint, and Apple and open-source equivalents.
* Experience with XML, HTML5 and CSS3, Canvas, PHP, SQL, networking, JavaScript, jQuery, Chart.js, Edge Animate, WordPress, Joomla, Google Analytics.
* Ability to create manual and electronic illustrations and photographs.
* Comfortable working in a team environment with minimal supervision.
* Clear communicator with excellent organizational skills and attention to detail, clarifying complex concepts with clients.

**Relevant Experience**

**Web Developer (Contract)** ABM Sensor Technology Inc Nov 2017

* Worked on database-driven web application for customer registration.

**Junior Programmer**  Independent Reach Nov 2015 – Mar 2016

* Developed interactive data-display widgets.
* Developed database-driven web application for tracking people and projects.

**Graphic Artist (part-time)** Package Plus Jul 2015 – Nov 2015, Mar 2016 – Oct 2017

* Developed online help system for company-internal use.
* Edited and proofed documents.
* Prepared documents for printing.

**Technical Service Representative** Minacs (now Concentrix) Nov 2014 – Jan 2015

* Explained features and operation of Macintosh computers.
* Logged calls and verified customer information.
* Referred customers to other departments or organizations as appropriate.

**Web Developer (Placement)** Imagineeringart, Inc May - Jun 2014

* Performed unit testing of software, including AODA compliance.
* Developed and implemented icon set for web application.
* Implemented JavaScript-based interactive chart for use in ebook.

**Content Specialist**  Durham College Nov 2012 - Apr 2013

* Edited content and updated College website.
* Transcribed videos.

**Designer** Scott Robert Dawson Design 2006 - 2015

* Developed comic book based on client's book; assisted with ISBNs and printing.
* Developed calculations, drawings and detail designs for passive-solar houses.
* Sold hand-drawn and painted illustration of concept structure.
* Provided line art illustrations for book by Laura Childs.
* Tutored private individual, covering Adobe Illustrator and Photoshop.

**Technical Writer** Psion Teklogix 1999 - 2009

* Wrote manuals for products.
* Worked with engineers, marketers, and editors to choose content.
* Took photographs of products for use in manuals.
* Used CAD system to obtain artwork of products.
* Used Photoshop and Illustrator to create illustrations and diagrams for manuals.
* Worked with printer to troubleshoot and print manuals.

**Test Technologist** Psion Teklogix 1989 - 1999

* Assembled, tested, and tuned electronic products
* Developed and troubleshot program to control test stand for radio terminals.

**Education**Internet Applications and Web Development 2012 - 2014  
Durham College, Oshawa

Explore French immersion program Summer 2013  
Collège de Jonquière, Chicoutimi

Classical animation program 1992 - 1993  
Sheridan College, Oakville

Electronics Engineering Technologist (3-year diploma) 1983 - 1985  
Sheridan College, Brampton

**Languages**English (native), Esperanto (fluent), French (intermediate).

**Volunteer Positions**St Luke’s Church, Armour Rd, Peterborough: helping at community meals.  
Toronto Esperanto Circle: past president.