

# Kim Lindsey

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## SUMMARY

Communications analyst who transforms complex technical information into reader-friendly text and graphics. Accomplished in design and publication of print and online documents, including website content. Successful facilitator for hands-on software workshops. Known for embracing new technologies, contagious enthusiasm, and creative clarity.

### Software Expertise

- Microsoft Office (Word, Excel, PowerPoint, Visio – through 2007 versions); SharePoint
- Adobe Acrobat, Captivate, Framemaker, InDesign, Photoshop, RoboHelp
- Lotus Notes and Domino Designer

**Subject Matter Expertise:** Healthcare, biomedical, information technology (IT), manufacturing

## EMPLOYMENT HISTORY

**PARKER HANNIFIN**, Cleveland OH

2003 – 2009

### Technical Analyst, Corporate IT

*Communications analyst responsible for design and delivery of documentation and training for software used by employees and customers*

- Created printed manuals, online help, quick references, and video demos to assist staff in learning and using ERP software.
- Designed and wrote "cookbooks" that enabled business units to implement new software successfully with minimal corporate intervention.
- Developed and led training course for IT department staff that helped programmers understand how their work supported corporate processes.
- Improved department productivity and adherence to standards by designing templates and importable files that contained re-usable elements and boilerplate text.
- Redesigned online interface for process flow documentation as a series of clickable images, allowing readers to find information more quickly. Consultant who created original flows called the new design "killer."
- Restored functionality to customer-facing online catalogs by troubleshooting PDF structure and specifications, then working with vendor and project team to apply the solution.

**INTUIT REAL ESTATE SOLUTIONS**, Cleveland OH

2002 – 2003

### Technical Writer

*Technical communicator responsible for creating user and administrator manuals and online help for residential property accounting software*

- Helped real estate and leasing professionals to use new versions of software by creating high-quality print and online documentation.

**RADCOM**, Hudson OH

2000 – 2002

### Information Designer

*Information design consultant participating on projects that fulfilled clients' documentation needs*

- Used healthcare domain expertise to develop e-learning courses (storyboarding, XML conversion, final testing), meeting project deadlines and quality requirements.

## ADDITIONAL RELEVANT EXPERIENCE

- Registered Medical Technologist (ASCP) working in Chemistry, Blood Bank, and Hematology laboratory departments; expert user of Hospital and Laboratory Information Systems.
- Industrial quality control lab technician with experience in design and implementation of new bioassay procedure.

## EDUCATION / PROFESSIONAL DEVELOPMENT

B.S. Zoology, Kent State University (full academic scholarship)

Other formal education:

- Professional and technical writing courses, University of Akron
- Masters-level courses in medieval history and culture, Kent State University (GPA 4.0)

Continuing education courses:

- Adobe Creative Suite, Adobe Technical Communication Suite, Lotus Domino Designer
- Facilitation Techniques, Basics of Supply Chain Management (APICS), Writing Software Requirements and Use Cases

## PROFESSIONAL AFFILIATIONS

**Society for Technical Communication (STC): Senior Member**

Northeast Ohio chapter (NEO STC)

- Workshop Coordinator, 2009-2010
- Program Chair, The Crucial Communicator Regional Conference, 2007
- President, 2004-2005
- Online newsletter book reviews: If Harry Potter Ran General Electric, November 2006  
Made to Stick, April 2009

**American Society of Clinical Pathologists (ASCP)**

Associate Member and Registered Medical Technologist

## AWARDS

Award of Merit for PHconnect Sell-Side Quick Reference Set, NEO STC Regional Technical Publications Competition, 2007

Two Grammy awards for "Tristia" by Berlioz (as a member of The Cleveland Orchestra Chorus), 1997

## COMMUNITY INVOLVEMENT

Member of front-of-house staff at Severance Hall for The Cleveland Orchestra and other events for 11 years; functioned as auxiliary security (backstage) for 8 years; member of The Cleveland Orchestra Chorus for 4 years