

Experience

PPI Technical Communications, December 1992 to April 2009

Positions Held:

Senior Project Manager, Translation Services Manager, Quality Assurance Manager, Training Specialist, Production Manager, Technical Illustrator/Production Associate.

Project and Team Management

- Managed internal teams for special projects.
- Coordinated team workload and project scheduling with other project managers.
- Worked in a fast-paced environment. Managed multiple projects simultaneously. Met tight deadlines regularly.
- Consulted with clients to develop project plans, determine scope of work, and estimate projects.
- Planned and tracked all aspects of projects. Reported project status to management team.

Translation

- Developed sales material and participated in sales for translation and production projects.
- Coordinated translation and desktop publishing of manuals, brochures, machine labels, and software.
- Researched pricing, processes, and industry trends.
- Initiated partnerships with translation vendors.

Technical Writing and Training

- Conducted software training classes for clients and employees.
- Wrote and updated training manuals, presentations, and materials.
- Created orientation materials and training schedules for new employees.
- Found solutions to software issues with clients or PPI employees.
- Researched new software trends and project solutions.
- Designed templates for manuals or brochures. Confirmed that design met project specifications and goals.

Quality Assurance

- Started Quality Department in 2001; developed department goals and tracking methods.
- Adhered to client standards and/or style guides. Developed specifications for clients as needed.
- Applied Quality Report data to focus employee training and increase company productivity.
- Provided quality inspections of all PPI products.
- Ensured that customer-specific requirements were met.
- Worked closely with Web development team to provide usability testing of Web sites and data management systems.

Greater Cleveland Growth Association, Intern, International Division, Fall 1992

- Hosted foreign guests and diplomats.
- Aided with the preparation of seminars and events.

Kenyon College, Assistant Teacher, German Department, Fall 1991

- Developed lesson plans for and taught supplementary German language skills class.
- Evaluated student performance.

Software

- Adobe FrameMaker*
- Adobe Acrobat*
- Broadvision QuickSilver (formerly Interleaf)*
- Microsoft Office: Excel, Word*, PowerPoint, Outlook
- STAR, Transit, translation localization software
- Adobe Photoshop
- Adobe InDesign
- Adobe Illustrator
- QuarkXPress

*Provided training classes for this software.

Education

- Kenyon College, BA degree, double major of Studio Art and Psychology, graduated cum laude, 1992.
- Institut für Europäische Studien, Vienna, Austria, Spring 1991.
- Ursuline College, Graduate work in Art Therapy, 1994 to 1996.

Associations

Northeast Ohio Society for Technical Communication (NEO STC), May 2004 to present

Offices or Volunteer Activities:

- President, 2008-2009.
- Judge for Technical Publications Competitions, October 2008.
- Vice President, 2007-2008.
- Education Committee Co-Chair, 2006-2007.

Awards:

- Chapter of Distinction, April 2009.
- Pacesetter Award, March 2009.
The Pacesetter Award is awarded at the International level of the Society for Technical Communication to chapters with innovative activities.
- NEO STC won the Membership Renewal Challenge, March 2009.
- Award of Distinction, Public Relations Award for Distinguished Technical Communication for a Specific Event or Service Publicity, 2008-2009.
- Committee of the Year Award, Education Committee, 2006-2007.
- Award of Merit for *Quick Reference Guide, Adobe FrameMaker Templates*, March 2007.

Cleveland Technical Societies Council (CTSC), September 2007 to present

Offices:

Web Site Committee Chair, 2007-2009.

Web site: www.ctsc.org.

Member of Toastmasters International, September 2008 to present