

Colleen J. Brown

Colleen@documentor.com

Technical Writing Work Experience

Technical Writer/Editor

The City of Calgary – July 2003 to Present

- Writing/Editing training materials, newsletters, press releases and reports.
- Assisting the Training Coordinator and supervising technical writing students.

The City of Calgary – May 1999 to September 1999

- Designed and wrote equipment-training guides for the Roads Department.
- Updated existing documentation for existing department policies and procedures.

Technical Writer/Editor

M-Tech, Mercury Information Technology Inc. – June 2002 to June 2003

- Writing/Editing Reference documentation for M-Tech's software suite.
- Assisting marketing and sales staff with documentation requirements.

Contract Technical Writer

Critical Docs Ltd. – February 2003

- Documented the Critical Docs website providing user guides for each module.
- Offered input for usability testing.

Technical Editor

Hypotech Ltd. – November 2001 to April 2002 (Now Aspentech)

- Edited technical user guides for Oil Refinery Simulation software.
- Contributed input for style guidelines and standards for documentation.

Documentation Specialist/Editor

EFA Software Services Ltd. – October 2000 to October 2001

- Edited/wrote/applied EFA style guidelines to the Horizon Trading Workstation, the Horizon Market Control, and the Scheduler User Guides.
- Worked with team members to improve the design of EFA documentation.

Web Assistant/Technical Writer

NOVA Chemicals Corporation – March 2000 to October 2000

- Wrote Publishing Guidelines for NOVA Chemicals' Intranet and external web site.
- Assisted web authors with HTML and other technical issues concerning the Intranet.

Post-Secondary Education

Bachelor of Applied Communications, Technical Writing

Mount Royal College – September 1998 to April 2003

Cumulative GPA – 3.54

Journalism Diploma

Mount Royal College – September 1994 to April 1996

Cumulative GPA – 3.42

Related Work Experience

Freelance Writer for Special Sections

Calgary Sun – March 1998 to September 1998

General Assignment Reporter – work term

Calgary Herald – May 1996

Freelance Writer and Photo Journalist

The Kimberley Daily Bulletin – May 1995 to October 1996

Technical Writing and Related Courses

- Introduction to Technical Writing – basic concepts in technical writing
- Junior and Senior Level Editing – sentence structure, style, punctuation, etc.
- Applied Writing II – systems and software documentation
- Applied Visual Communications – design, layout, graphics, etc.
- Research Methods – conducting research (statistics) and user testing
- Structuring Information – audience analysis, information classification, and layout
- Advanced Scientific Documentation – handling scientific content in technical writing
- Multimedia Development – web design, Dreamweaver, Photoshop, Flash animation, etc.
- Senior level courses in both Geology and Geography

Academic and other Achievements

- Post-Secondary cumulative G.P.A. of 3.5 - Dean's List
- The 1999 recipient of the George W. Kerby Scholarship
- Valedictorian and President of my High School Graduating class

Computer Competency

- Adobe FrameMaker 7.0, Photoshop 7.0, Illustrator 9.0, Acrobat Reader and Distiller
- QuarkXPress, Microsoft Word, Publisher, Excel, MS Project, and PowerPoint
- HTML, Microsoft Front Page, Dreamweaver, JavaScript, and HomeSite
- Unix and LaTeX (mathematical markup language)
- RoboHELP (HTML) and WebWorks Publisher

Summary of Writing Skills

- Write for print and online mediums
- Analyze an audience and write for their needs
- Research and write documentation on technical subjects
- Write manuals, brochures, tutorials, user guides, newsletters, proposals, reports, etc.
- Use various information, (policy, procedure, process description, classification, and definition) for writing editing and critiquing documents