

Qualifications

- 15 years experience in Technical Writing, UI Design/Development
- Graduate Degree in Business Information Systems
- Undergraduate Degree in Technical Writing
- Certificates in R Programming, Getting and Cleaning Data, and Exploratory Data Analysis

Experience

Web User Interface Design

- Designed real-time web applications to display help desk case statistics using Shiny web application framework
- Created user interface design for ITIL services catalog
- Created front end design for SharePoint applications using CSS, HTML and SharePoint Designer

Web Programming

- Developed web applications using R programming language
- Used SQL to retrieve database information for web applications
- Deployed and maintained applications on UNIX server
- Developed applications for SharePoint 2010 and 2013 using JavaScript, jQuery and SharePoint Designer

Software Development Fundamentals

- Participated in the development of Software Development Life Cycle (SDLC) standards
- Analyzed and produced proposals and project plans for software development

Document Design/Graphic Design

- Created graphics and illustrations for use in interface designs
- Co-Authored cheatsheets for basic and advanced R programming as well as Python

Understanding and Communicating Technical Information

- Worked with members of various teams including HR, Legal and IT to gather business requirements for projects
- Wrote product specifications and communicated product benefits to clients through written media
- Communicated technical requirements to project teams and external clients

Creating Written Instructions and Manuals

- Analyzed business processes and developed help desk procedures
- Designed and produced training materials including manuals and quick start guides
- Wrote standard operating procedures and guidelines for product usage and care
- Created flow charts and diagrams to communicate technical information

Multimedia Content Development

- Created interactive computer based training using Articulate e-learning authoring tool
- Created professional quality how-to-videos using Camtasia recording software and video editor

Organization Skills

- Managed multiple projects at a time and ensured all deadlines were met
- Balanced priorities and met tight deadlines with little supervision

Skills

R Programming Language, Shiny (A Web Application Framework), SQL, UNIX, HTML, CSS, jQuery, JavaScript, SharePoint 2010 and 2013, Understanding of ITIL Service Catalogs, Adobe Creative Suite, Visio

Education

Master of Business Information Systems August 2008 Irvine, CA

- Keller Graduate School of Management
- Emphasis in Database Administration

Bachelor of Science – Technical Writing May 2000 Logan, UT

- Utah State University
- Minor in art, emphasis in drawing

Certificates August – October 2015

- The Data Scientist's Toolbox by Johns Hopkins University on Coursera
- R Programming by Johns Hopkins University on Coursera
- Getting and Cleaning Data by Johns Hopkins University on Coursera
- Exploratory Data Analysis by Johns Hopkins University on Coursera

Work History

2013 - Current **The GDR Group** (Contractor for Broadcom), UI Developer - Irvine, CA

- Design and develop user interfaces for internet/intranet applications:
 - Set expectations and features priorities
 - Determine design methodologies and tool sets
 - Complete programming using languages and software products including R, Shiny, HTML, css, jQuery, JavaScript, SQL, SharePoint Framework
- Analyze user requirements to define objectives, system features and functionality
- Create mockups and UI flow charts to plan and present user interface designs
- Create graphics and illustrations for use in interface designs
- Improve job knowledge by researching and implementing new technologies
- Accept ownership for exploring opportunities to add value to job accomplishments
- Support users by creating documentation when needed
- Provide training and leadership to assist team members in supporting and maintaining applications

2011 - 2013 **The GDR Group** (Contractor for Broadcom), Technical Writer - Irvine, CA

- Designed and developed web training and instructional videos
- Created written training materials for software and systems
- Wrote procedures and business processes for IT help desk

2009 - 2011 **Contractor**, Document Designer - Aliso Viejo, CA

- Created monthly newsletter for Laguna Niguel Networking Group
- Designed weekly bulletins for a local church group
- Created a digital cookbook for an independent personal chef

2004 - 2009 **Liberty Photo Products**, Coordinator - San Clemente, CA

- Wrote user guides and specifications for products
- Wrote standard operating procedures for customers detailing how to implement Liberty's products into their existing procedures