

## Objective:

To continue my career in a communications role, where a technical background is welcome. Professional pride is rooted in my ability to transform complex information into superior materials. Employers often compliment me for working seamlessly with team members of all backgrounds while ensuring project deadlines. Over the course of my career, I've evolved into an accomplished writer and communications manager with diverse experience. I've also earned a distinguished education. My work was publicly recognized in 2018, when I placed second in the category of Best Local Writer for the annual Pittsburgh City Paper readers' poll.

## Employment:

### Contract/Freelance Technical Communications

Greater Pittsburgh, PA Region

Employed: May 2018 – Present

Summary: Fulfill writing, editing, and other communications projects for organizations as a freelance or contract consultant. Refer to the employment listing below:

#### Duquesne University

Pittsburgh, PA

Dates: July 2018 - August 2018

Project: Proofread and edited a nonfiction text book for grammar and readability on the topic of healthcare history, with a focus on urban change.

#### Carnegie Mellon University

Pittsburgh, PA

Dates: May 2018 - June 2018

Project: Provided copywriting and PR materials to Robotic Systems Development graduate students who are launching a vertical farming venture.

### The Combustion Institute

Pittsburgh, PA

Title: Communications Manager

Employed: July 2015 – June 2018

Responsibilities: Hired to serve during the tenure of an elected president for this international scientific society. In the three years employed by the institute, I performed multiple communications functions that included the development of all communications standards and vehicles. Constructed a complete internal/external communications plan, including crisis management, social media, and SEO strategies. Developed and managed the CI brand: vocabulary usage standards, colors, fonts, communications templates, and graphics. Developed technical documentation standards and created foundational instructions for organization operations. Managed third-party developers to construct a new CI website and new conference website for the institute's biennial symposium. Established an international network of subject matter expert (scientific researchers) to provide technical data for the construction of communications vehicles. Developed a quarterly email newsletter. Managed the CI news calendar, blog, and social media platforms. Built contributory relationships with university communications departments to streamline the dissemination of scientific research of institute members. Provided communications training to office staff and the CI executive committee.

Contract/Freelance Technical Communications

Greater Pittsburgh, PA Region

Employed: June 2011 – July 2015

Summary: Fulfilled writing, editing, and other communications projects for organizations as a freelance or contract consultant. Refer to the employment listing below:

Mine Safety Appliances (MSA)

Cranberry, PA

Dates: March 2015 - July 2015

Project: Developed a user manual for a next generation gas monitoring system. Updated SCBA documentation from a previous project.

Thermo Fisher Scientific

Pittsburgh, PA

Dates: August 2013 - September 2013

Project: Edited a science education catalog for release in 2014. Revised content in Agility CMS to ensure corporate guidelines.

Westinghouse Electric Company

Cranberry, PA

Dates: November 2014 - February 2015

Project: Developed social media messaging. Researched and strategized responses to public discourse on nuclear energy. Developed blog articles on behalf of company officers.

Crown Castle

Canonsburg, PA

Dates: February 2013 - June 2013

Project: Developed a training manual and class module for a revamped portal system. Materials used to train project managers on new functionality.

Mine Safety Appliances (MSA)

Cranberry, PA

Dates: February 2014 - October 2014

Project: Developed a maintenance manual for a new firefighting SCBA unit. Updated operations manuals for the hardware/software system of a portable gas detection system originally developed in 2011.

Mine Safety Appliances (MSA)

Cranberry, PA

Dates: November 2011 - November 2012

Project: Developed operations manuals and training guides for the hardware/software system of a portable gas detection system.

National Network of Digital Schools (NNDS)

Pittsburgh, PA

Dates: January 2014 - May 2014

Project: Developed communications vehicles for the implementation of a new learning management system (LMS). Created training documentation for various user groups.

LandOpt

Pittsburgh, PA

Title: Communications Manager

Employed: February 2009 – June 2011

Responsibilities: Developed all technical documentation, software procedures, and training documents. Managed the LandOpt brand through all communications vehicles and social media networks. Managed freelance professionals in technical writing, graphic design, web design, and video production. Developed marketing and PR communications vehicles. Developed annual advertising plan: print, web, video, and direct mail. Built contributory relationships with regional newspapers and national trade media for regular submissions of PR materials. Developed monthly internal/external newsletter. Provided communications training to principal managers of customer companies.

i-Squared

Pittsburgh, PA

Title: Technical Writer

Employed: February 2007 – February 2009

Responsibilities: Interviewed engineering personnel to gather technical information. Developed user guides, field manuals, and technician training materials for an industrial plant project. Authored and edited software operation manuals. Coordinated large projects: scheduled interview times and set milestone delivery dates for completed materials. Assembled presentations to pitch project expansion to client officers. Created document graphics, such as technical diagrams, book covers, and various marketing materials.

**Previous Employment (over ten years ago):**

Technical Solutions

Pittsburgh, PA

Title: Recruiter/Technical Consultant

Employed: September 2005 – February 2007

Responsibilities: Developed technical communications and provided support for the recruitment of engineering professionals in the greater Pittsburgh region.

The Conair Group

Emsworth, PA

Title: Designer/Technical Writer

Employed: June 1998 – May 2001

Responsibilities: Researched and developed user manuals and specifications of equipment. Created technical drawings of equipment proposals.

Thermo Electron

Robinson Township, PA

Title: Quotations Writer

Employed: November 2001 – September 2005

Responsibilities: Developed technical specifications, product catalogs, and user manuals of custom manufactured medical equipment.

Entry Level Employment

Greater Pittsburgh, PA Region

Title: Drafter & Designer

Employed: March 1996 – June 1998

Responsibilities: Started my career in engineering as a drafter/designer and worked mostly on short-term contract projects to gain technical experience.

**Teaching/Training Experience:**

Communications Training

The Combustion Institute - Pittsburgh, PA

Dates: January 2017 – June 2017

Tasks: Provided written training materials and hands-on instruction to employees and board members for multiple communications initiatives.

Corporate Training

i-Squared - Pittsburgh, PA

Dates: November 2008 - December 2008

Tasks: Provided written training materials for industrial client. Facilitated testing and presentations. Video recorded classes for company intranet.

Writing Mentor

Grit City Publications - Pittsburgh, PA

Dates: October 2011 – July 2015

Tasks: Provided mentorship and creative writing instruction (fiction, nonfiction, and marketing communications) in monthly meetings and web-based guidance.

Adjunct Instructor (One Semester)

Pittsburgh Technical Institute - Pittsburgh, PA

Dates: June 1998 - September 1998

Tasks: Taught mechanical drafting through lectures and hands-on applications. Assessed individual student progress and maintained student records.

Communications Training

LandOpt - Pittsburgh, PA

Dates: December 2010 - January 2011

Tasks: Facilitated customer training on corporate communications as it applied to LandOpt guidelines through lectures and post-seminar coaching.

**Education:**

Seton Hill University  
Greensburg, PA  
M.A., Creative Writing  
Graduated: January 2011

Pittsburgh Filmmakers  
Pittsburgh, PA  
Noncredit classes: Screenwriting and Filmmaking  
Attended: Summer and Fall of 1997

Point Park University  
Pittsburgh, PA  
M.A., Journalism (Earned 18 of 36 Credits)  
Attended: 2003-2007

Dean Technical Institute  
Pittsburgh, PA  
A.S., Construction Engineering Design  
Graduated: December 1995

Point Park University  
Pittsburgh, PA  
B.S., Corporate Communications  
Graduated: December 2002

**Professional Skills:**

User Manuals  
FAQ/Help Documentation  
Field Manuals  
Fact Sheets  
Technical Specifications  
Product Catalogs  
AP Style proficient  
Info. Mapping Writing Style  
Social Media Management  
Web Design

Teaching/Training  
Feature Articles and News Briefs  
Blog Articles and SEO  
Press Releases  
Media Advisories  
Newsletter Development  
Marketing Copy  
Website Content Writing  
White Paper Development

Corporate Biographies  
Corporate Backgrounders  
Quarterly/Annual Reports  
Public Relations Plans  
Public Service Announcements  
Video Production  
Scriptwriting  
Photography  
eBook Development

**Computer Skills:**

Microsoft Office  
Microsoft Publisher  
Microsoft Visio  
Microsoft SharePoint (user)  
Agility CMS  
Lexis Nexis

Adobe FrameMaker  
Adobe Acrobat  
Adobe Photoshop  
Adobe Illustrator  
Adobe Captivate  
Google Drive Tools

HootSuite Social Management  
WordPress  
Weebly Online Website Builder  
Google Webmaster Tools  
QuarkXpress  
AutoCAD Drafting Software  
PC and Mac Platforms

## Publications:

*Limited to independent publications. Articles and papers published on behalf of employers are omitted.*

### Slag River Sins

Published: 2018, Grit City Publications  
Poetry Collection  
Literary, semi-autobiographical.

### Hazard Yet Forward

Published: 2012, Seton Hill Alumni  
Short Fiction Anthology  
Contributed one literary short story.

### Freedom Chronicles

Published: 2004  
Weekly Web Magazine  
One freelance article contributed.

### Sidewalks

Published: 2017, Grit City Publications  
Poetry Collection  
Literary, semi-autobiographical.

### Pittsburgh Tribune Review

Published: 2008  
Daily Newspaper  
Two freelance articles contributed.

### The New Yinzer

Published: 2004  
Weekly Web Magazine  
One freelance article contributed.

### Hot Metal Tonic

Published: 2014, Grit City Publications  
Poetry Collection  
Literary, semi-autobiographical.

### Monroeville Times Express

Published: 2005  
Weekly Newspaper  
One freelance article contributed.

### Pitcairn Online

Published: 2000 - 2001  
Weekly Newspaper  
Over 50 articles contributed.

### Grit City

Published: 2012, Grit City Publications  
Fiction Series  
Seven continuing short mystery stories.

### Pittsburgh City Paper

Published: 2004 - 2005  
Weekly Newspaper  
Five freelance articles contributed.

### Financial Success for Creative Professionals

Published: 2012, Grit City Publications  
Nonfiction Book  
Marketing and business plan for artists and writers.

### Progressive Pop Culture

Published: 2004  
Monthly News Magazine  
Three freelance news articles contributed.

## Recognition:

July 2018: Placed second in the category of Best Local Writer for the annual Pittsburgh City Paper readers' poll.

August 2016: Recognized by The Combustion Institute Board of Directors during the biennial symposium on combustion in Seoul, Korea for *monumental improvements* in CI's communications initiatives.

August 2014: Hot Metal Tonic ranked #1 Amazon Bestseller in its publishing category during the first week release.

February 2011: Received special recognition from the LandOpt corporate network during the Principals Meeting Awards Banquet for the design and implementation of an innovative training program.

January 2011: Selected to deliver the commencement prayer during my graduation ceremony at Seton Hill University.

April 2008: Recognized as a valued employee at i-Squared for extensive work to meet deadlines and for increasing revenue by expanding the scope of a major industrial technical writing project.

**Portfolio and References Available Upon Request**