

Laura Ann Gauntt

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EMPLOYMENT

Marketing Communication Manager – Electronic Payment Exchange

June 2010 – February 2014

- created database of RFP responses to make completing proposals fast and efficient
- converted over 300 FrameMaker files to HTML MadCap Flare files
- managed the planning, set-up, maintenance, tear-down of sales convention booths
- trained and managed a technical writing intern
- wrote new hire training manual, coordinated with PowerPoint presentation
- designed company-wide document templates for Word, Excel, and Flare
- assisted EVP of Sales with PowerPoint presentations, account planning documents
- managed RFP response process, including writing, coordinating, printing
- researched local printers for company brochure, coordinated meetings and printing
- organized conversion of 800 franchise locations to EPX in five months

Specification Writer – Northrop Grumman (AMSEC, LLC)

January 2009 – June 2010

- formatted technical manuals with SGML, US Navy style guide
- managed distribution of completed manuals to government contact
- prepared confidential and secret clearance level documents for delivery
- interviewed engineers to help prepare manuals and procedures
- participated in US Navy document styles forum
- wrote functional, integration specification documents for software integration
- installed, upgraded, tested US Navy knowledge management software

Instructional Designer – Comcast (Comcast University)

December 2008 – January 2009

- edited, updated, reformatted facilitator, participant training guides
- created PowerPoint training presentation based on facilitator handbook
- collaborated with Director of Sales to create practice scenarios, activities

Technical Documentation Specialist – QED Financial Systems, Inc.

March 2007 – November 2008

- designed, organized, and updated comprehensive online help
- wrote client-specific training manuals and user guides
- initiated new format for software release notes, compiled with every release
- assisted with writing content for sales and marketing literature
- participated in software testing and quality analysis
- created and maintained online knowledgebase and intranet
- prepared procedures and quick-reference guides for the Marketing department
- re-hired for short-term contract in March 2009 to write new software release notes

Technical Writer – Prudential Financial

July 2006 – February 2007

- enhanced corporate procedures with consistent template for Sarbanes-Oxley rules
- interviewed subject matter experts to write and update department procedures
- created database of documents in Access with automated review schedules
- managed customer service knowledge database and forms database
- wrote internal procedures for creating and updating knowledgebase answers

Private Consulting

December 2005 – present

- used XHTML, WordPress to create websites in a variety of styles (non-profit, interior design, photography, small business, construction)
- formatted, edited medical software user guide for online, print output
- mentored high school students involved in Cedarville University Writing Camp
- edited magazine articles, graduate school application essays

Technical Writing Intern – Eastern Research, Inc.

May 2005 – August 2005

- provided valuable quality analysis input for hardware manuals
- created style guide for consistency within the technical writing department
- reduced customer support costs with revised installation procedures

Technical Editor – Cedarville University Mechanical Engineering Department

September 2004 – May 2006

- assisted professor by grading bi-monthly lab reports and senior design reports
- initiated logical style guide, grading rubric
- strived to create better writers by editing for grammar, clarity, style
- tutored freshmen engineering students on how to write quality documents

Webmaster, Designer, Tutor – Cedarville University Writing Center

August 2005 – May 2006

- updated, maintained website with current information
- created campus-wide email advertisements, PowerPoint slides, posters
- assisted students with writing, editing, brainstorming

Teacher's Assistant, Tutor – Cedarville University Style & Mechanics Class

August 2005 – May 2006

- assisted two professors with online grading, attendance
- tutored students on basics of grammar, how to write clearly and concisely

COMPUTER SKILLS

Microsoft Word	MadCap Flare
Microsoft PowerPoint	MadCap Analyzer
Microsoft Excel	MadCap Capture
Microsoft Visio	MadCap Blaze
Microsoft Access	
Microsoft Publisher	Windows and Mac OS
Microsoft Project	HTML, XHTML, XML, SGML, CSS
	Novell GroupWise
Adobe Photoshop	Lotus Notes
Adobe InDesign	QuarkXPress
Adobe PageMaker	ArborText Epic Editor
Adobe FrameMaker	Paint Shop Pro
Adobe Illustrator	WordPress
Adobe Acrobat	Jive Clearspace
Adobe Designer	TechSmith Snagit

EDUCATION

Bachelor's Degree, Technical and Professional Communication, 3.8 GPA
Cedarville University, Ohio – Graduated May 2006 with High Honors

CERTIFICATIONS

Secret Security Clearance (2009)

COURSES

Advanced Composition	Instructional Design
Advanced Grammar	Intermediate Spanish
Corporate Culture	Interpersonal Communications
Design of Manuals	Production Tools
Designing Information for the WWW	Professional Portfolio Development
Designing Online Information	Proofreading
Designing Technical Reports	Style and Mechanics
Designing Visual Communication	Technical Communication
Graphic Design	Technical Editing
Independent Study - Spanish & Editing	Technical Marketing Communication

PUBLICATIONS

"My Hero." Bucks County Courier Times, *Create an Ad/Write an Editorial*. May 1996.

ACTIVITIES

Philadelphia Leadership Team - Cedarville University Alumni Association

January 2010 - present

- coordinate chapter events while staying within yearly budget requirements
- communicate with college Alumni Office for marketing efforts

Member - Society for Technical Communication (STC)

-Member, Event Volunteer, Philadelphia Metro Chapter, 2006-2008

-Member, Sigma Tau Chi (STX), STC Honor Society, 2006

-President, Cedarville University STC Student Chapter, 2005-2006

Volunteer - NGA, Inc. Southampton Branch

September 1990 - present

- volunteer at monthly meetings, bi-annual charity auctions, smart shopper events
- write articles about charity events for bi-annual newsletter
- organize Fall Ingathering session contribution and distribution lists
- created new website to inform volunteers and public about branch events

Instrumental Musician - Various Ensembles

Church Orchestra, September 1997 - present

Golden Eagle Community Band, November 2010 - present

- play piano, flute, baritone saxophone, tenor saxophone
- updated organization website to be more modern, include current information
- design, produce concert programs while staying within budget requirements

Photographer

January 2006 - present

- specialize in landscapes, macro, events

Puppeteer - Gro 'n Tell Puppets

September 1998 - December 2003

- organized rehearsals, acted as student leader
- performed, traveled, trained overseas (the Bahamas, Ukraine)

Moderately fluent in Spanish

References and Portfolio available upon request

Salary is negotiable