

Laura Ann Castle

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EDUCATION	Bachelor's Degree, Technical and Professional Communication, 3.8 GPA Cedarville University, Ohio – Graduated May 2006 with High Honors		
EMPLOYMENT	Technical Communication Specialist – Electronic Payment Exchange (2010-present) -wrote RFP responses, created database of answers -transferred over 300 paper manuals to online help -wrote new hire training manual Technical Specification Writer 4 – Northrop Grumman (2009-2010) -formatted technical manuals with SGML; managed distribution -wrote functional specification documents for software integration -installed, upgraded, and tested knowledge management software Technical Writing Consultant (2004-present) -used XHTML to create multiple websites in a variety of styles -formatted, edited user guide for online, print output (i2iSystems) -edited, updated, reformatted training guides, PowerPoint (Comcast University) -created style guide; revised installation procedures (Eastern Research) -edited mechanical engineering reports for grammar, style (Cedarville University) Technical Documentation Specialist – QED Financial Systems (2007-2008) -created and updated online help, knowledgebase, training manuals, user guides -initiated new format, wrote software release notes -assisted with writing content for sales and marketing literature, software testing Technical Writer – Prudential Financial (2006-2007) -enhanced corporate procedures with consistent template -managed the knowledge database quickly and efficiently		
COMPUTER SKILLS	-Microsoft Word, PowerPoint, Excel, Visio, Access, Publisher, Project -Adobe Photoshop, InDesign, Dreamweaver, FrameMaker, Illustrator, Acrobat, Designer -MadCap Flare, Paint Shop Pro, Epic Editor, QuarkXPress, RoboHelp, Jive Clearspace -HTML, XHTML, XML, SGML, CSS		
CERTIFICATIONS	U.S. Secret Security Clearance (2009)		
COURSES	Advanced Composition Advanced Grammar Design of Manuals Designing Online Info Designing Technical Reports	Designing Visual Comm. Graphic Design Instructional Design Interpersonal Comm. Proofreading	Spanish & Editing Style and Mechanics Technical Comm. Technical Editing Technical Marketing
ACTIVITIES	-Member, Cedarville Univ. Chapter President – Society for Technical Comm. (2003-2008) -Philadelphia Leadership Team – Cedarville University Alumni Association (2009-present) -Volunteer, Newsletter Editor, Website Manager – NGA, Inc. (1990-present) -Instrumental Musician (1994-present) -Moderately fluent in Spanish (1998-present)		

References and Portfolio available upon request