

Laura Ann Castle

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EMPLOYMENT

Technical Documentation Specialist - QED Financial Systems, Inc.
March 2007 - November 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
-participated in software testing

Private Consulting
December 2005 - present
-used XHTML to create multiple websites in a variety of styles
-formatted, edited user guide for online, print output; updated training manuals

Technical Writer - Prudential Financial
July 2006 - February 2007
-enhanced corporate procedures with consistent template
-assisted colleagues with technical support
-managed the knowledge database quickly and efficiently

Technical Editor – Cedarville University Mechanical Engineering Department
September 2004 – May 2006
-assisted professor by grading lab reports, design reports
-initiated logical style guide, grading rubric
-strived to create better writers by editing for grammar, clarity, style

COMPUTER SKILLS

Microsoft Word	Adobe Photoshop	MadCap Flare
Microsoft PowerPoint	Adobe InDesign	RoboHelp
Microsoft Excel	Adobe PageMaker	HTML, XHTML, CSS
Microsoft Visio	Adobe FrameMaker	QuarkXPress

EDUCATION

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

COURSES

Designing Online Information	Advanced Grammar
Designing Technical Reports	Proofreading
Designing Visual Communication	Technical Editing
Technical Marketing Communication	Independent Study – Spanish & Editing
Instructional Design	Interpersonal Communications
Graphic Design	Intermediate Spanish

ACTIVITIES

Member, Society for Technical Communication, Philadelphia Metro Chapter
President, Society for Technical Communication, Cedarville University Chapter (2006)

Puppeteer, Gro 'n Tell Puppets: September 1998 – December 2003
-student leader, meeting organizer
-performed, traveled, trained overseas

Volunteer, Newsletter Editor - NGA, Inc.: September 1990 – present
Instrumental Musician: September 1994 – present

References and Portfolio available upon request
Salary is negotiable