

Opal Aristizabal

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www.silvermouse.ca/portfolio.php

objective

A position in technical communication where writing skills and the ability to understand and explain highly-technical information contributes to positive user experience.

skills

- Communication, including writing for diverse audiences, explaining technical information for audiences of varying ability, and active listening skills
- Developing technical and communication solutions to meet a wide range of business requirements
- Combining technical skill with creative vision and reflexive design
- Researching industry trends and ideas to provide innovative solutions
- Managing multiple projects and prioritizing requests

technology and applications

- **Web development platforms/languages:** Windows, Linux, CSS, HTML, PHP, ASP, SGML, SQL, XML
- **Publishing/document management:** Adobe Suite, FrameMaker, RoboHELP, Microsoft Office, RoboHelp
- **Graphics/media:** Adobe Suite, GIMP

experience

Online Communication Specialist—Geosoft (2007-current)

- Web master and project manager for two corporate websites; organized major site redesign and content changes to address corporate rebranding
- Manage and implement daily website updates while planning future development and long-term web goals
- Draft web content and advise on improving content for online readability and increased Google traffic

Online Documentation Specialist—Campana (2005-2007)

- Produced technical administration documentation, including web application configuration and API reference, and video tutorials
- Web master for three corporate web sites; organized and implemented successful web site realignments to bolster the Campana and AXIS brands and increase traffic
- Technical advisor and reviewer for CSS and HTML product development; designed web product prototypes and recommended usability enhancements

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Technical Writer, Corporate Communications Coordinator—Virtek (2003-2005)

- Implemented conversion from standard FrameMaker to Structured FrameMaker (XML); developed EDD and supporting documentation
- Extensive documentation and communications duties, including managing translations
- Developed content and code for corporate intranet site; built a PHP and MySQL solution for managing staff information
- Organized corporate web site updates, business card orders, and press releases

Technical Writer, Marketing Coordinator—Qobra (2002)

- Planned, managed, and authored hardware and software manuals, product sheets
- Produced rapid web site prototypes using HTML, PHP, and MySQL
- Maintained corporate web sites
- Managed marketing assets; updated marketing strategies

Co-operative Education Work Experience (1999-2001)

- Provided support for documentation applications and web development tools
- Developed and led HTML and RoboHELP training for documentation specialists
- Planned, implemented, and documented tools conversions from FrameMaker and Word to online help
- Extensive work on technical publications, online help, user guides, release notes

professional development

Instructor, On-line Help Package Software—Fanshawe College (2003-2004)

- Planned and led full-credit course on online help development with RoboHELP
- Responsible for full curriculum, including tool-specific business cases, testing, and evaluations

Society for Technical Communication, Southwestern Ontario Chapter (1997-2006)

- Chapter President 2005-2006—Chaired monthly council meetings, managed chapter activities, coordinated volunteers, reported chapter status to STC head office
- Previous roles: Web Master, Program Manager, Web Committee, Online Special Interest Group Coordinator, Recorder, Student Liaison, and Newsletter Distribution

education

BA, Honours English—Rhetoric and Professional Writing—Co-operative Program
University of Waterloo
Electives in Computer Science and Math