

LYNNE OCONNOR

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CAREER SUMMARY:

Twenty-eight years Windows and Macintosh experience. Specializing in office automation and procedural development, technical writing for computer software and the internet, graphics and documentation design, website design and maintenance, print and online marketing materials, educational video production.

STRENGTHS:

Having considerable skill as a "cultural liaison" enables me to strengthen the effectiveness of educational materials to bridge the gap between developers and end-users. I grasp complex software and data quickly and excel at organization, time management, task planning and deadline adherence.

REPRESENTATIVE ACCOMPLISHMENTS:

3/08 – 12/09: ROBINS EGG MULTIMEDIA, Warner Robins GA – **Website Design and Content Developer**
Design/develop websites, produce marketing/training videos, coordinate/execute internet marketing campaigns.

8/07 – 3/08: INFLUENCE AT WORK, Tempe AZ - **Art Director, IT Coordinator**
Project manager for website redesign. Produced PowerPoint, print, and video training materials.

08/00 – 07/07: INDEPENDENT CONTRACTOR, Tempe AZ – **Website Design and Content Developer**
Designed and maintained four websites using Dreamweaver with HTML/CSS. Wrote and edited online content.

7/99 – 7/00: RESTAURANT SERVICES, INC., Portland OR - **IT Coordinator**
Recommended and implemented new computer systems. Website design and maintenance.

11/98 – 7/00: PARROTT CREEK CHILD & FAMILY SVCS, Oregon City OR - **Website Coordinator**
Developed interactive online database for website maintenance. Maintained website.

9/97 – 5/98: AMERICAN CYBERNETICS, INC., Tempe AZ - **Marketing Coordinator, Technical Writer**
Coordinated new version roll-out for international software developer during internal reorganization.
Created online Help System (800+ topics) and printed Getting Started Guide (92 pages) for new version.

2/95 – 9/97: FOROB, INC., Phoenix AZ - **Applications Specialist**
Developed training materials and documentation for new module of accounting software suite.

3/94 – 2/95: RUPP TECHNOLOGY CORPORATION, Phoenix AZ - **Technical Support and Training**
Prepared educational materials that were adapted by Sony for international use.

2/90 – 9/90: HANSEN INFORMATION TECHNOLOGIES, Sacramento CA - **Technical Writer**
Revised user manuals (400+ pages) for new versions of two database applications.

2/89 – 2/90: CONCEPT ADMINISTRATORS, Sacramento CA - **Communications Coordinator**
Developed firm-wide standards and procedures manual for written communications.

SOFTWARE SKILLS:

RoboHelp, InDesign, Quark, Acrobat, Dreamweaver, Alfresco CMS, Photoshop, Fireworks, Illustrator, Freehand, Camtasia Studio, ScreenFlow, Final Cut Pro, iMovie, Windows Movie Maker, Soundtrack Pro, GarageBand, Word, Pages, Excel, Access, PowerPoint, Keynote, Open Office, QuickBooks Pro

CREDENTIALS:

B.S. Business/Marketing, Arizona State University (including two years Computer Science Engineering)
Certified Inbound Marketing Professional, Inbound Marketing University
Member of National Association of Professional Women

KEYWORDS: technical documentation, technical author, instructional designer, editor, operational documentation, system documentation, technical communication, programmer writer, user interface designer, training documentation