

# Mary K Swanson

## Writer & Editor

1051 End of the Trail • Geneva, Florida 32732  
407 349 1457 (Home) • 407 687 5897 (Cell) • mikah@atlasta.net

## SKILLS

Page and site design, technical illustrations and web-based help in print and on the web. Adobe InDesign, Photoshop, PageMaker, Acrobat and GoLive; Microsoft Word, PowerPoint, Excel, Visio and Project; RoboHelp; MadCap Flare; QuarkXpress. HTML. Macintosh and PC.

## SELECTED PROFESSIONAL EXPERIENCE

### Senior Technical Writer/Editor

**Networked services provider 6/04 - current**

Lead a small writing team that produces technical documentation for wireless access, VoIP and other products. Coordinate product development with marketing web and engineering.

- Planned division's first technical writing group.
- Participated in the successful launch of a new product in Central Florida.
- Created story board and directed animators in the production of a Flash animation.
- Acted as back up for product manager, director and implementation team.
- Develop corporate styles and templates for technical writing group.

### Technical Writer

**Global Technology Associates, Inc.**

**8/01 - 6/04**

Test products for functionality and user-friendliness. Learn product use and underlying design from developers and technical staff. Produce manuals, technical papers, release notes and on-line help.

- Drove the development of additional features and improved functionality.
- Drew marketing, QA and development together to re-evaluate critical completion dates.
- Overhauled the company's flagship product guide, organizing, rewriting and reducing it from 400 to 200 pages. Developed an index of over 300 terms and 700 references.

### Technical Writer, Designer

**Synergistic Systems**

**4/00 - 8/01**

Write user guides and product descriptions for handheld, vehicle-mounted, door-mounted and desktop software. Write functional specs and design user interfaces.

- Wrote functional specifications of a GPS vehicle-tracking application.
- Designed GUI for handheld applications.

### Office Assistant

**Fleet & Associates Architects/Planners, Inc.**

**8/99 - 4/00**

### Theatre Crew Member (volunteer)

**Theatre Jacksonville**

**6/98 - 8/01**

### Newsletter Editor, Graphics Designer

**The Haskell Company**

**1/97 - 1/99**

### Graphics Designer

**Bullseye Marketing, Florida Times-Union**

**7/96 - 11/96**

### Composition, English & Speech Instructor

**Flagler College and Jones College**

**9/94 - 5/96**

## EDUCATION

### Master of Arts in Mass Communication

**University of Florida**

**1993**

### Bachelor of Arts in English

**Old Dominion University, Virginia**

**1986**

### Degree Work, Department of English

**University of Florida**

**1983-1985**

### Associate of Arts

**St. Johns River Community College**

**1983**

## ONLINE PORTFOLIO

<http://www.ravelledsleeve.com/portfolio/>