

## **JODIE M. GILMORE**

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### **EDUCATION**

<b>Copy Writers' Workshop</b> National Seminars Training, Portland, OR	<b>June 2016</b>
<b>Social Media Conference</b> SkillPath Seminars, Portland, OR	<b>May 2011</b>
<b>How to Design Attention-Grabbing Brochures</b> SkillPath Seminars, Portland, OR	<b>August 2000</b>
<b>Master's in Technical and Professional Writing</b> Northeastern University, Boston, MA	<b>June 1988</b>
<b>B.S. in Mathematics, minor in Computer Science</b> Pacific Lutheran University, Tacoma, WA	<b>June 1985</b>

### **TECHNICAL EXPERIENCE**

**Operating Systems:** UNIX, Windows (7 and 8), MVS, VMS, CMS

**Software Tools & Languages:** SharePoint; FrameMaker (structured and unstructured); RoboHelp; Adobe Acrobat; HomeSite; HTML Help Workshop; DreamWeaver; Word; Excel; PowerPoint; Publisher, Visio; SmartDraw; screen capture tools, JavaScript, HTML, CSS, C, C++, SQL, SAS, Pascal

**Other Skills:** ISO 9000, web design and maintenance, search engine optimization (SEO), document conversion

### **PROFESSIONAL EXPERIENCE**

**Freelance Technical Writer**, July 1993 - present. Write many types of documentation – manuals, white papers, case studies, training materials, customer presentations, and more; provide online help, indexing, and editing services; develop and maintain Web sites. Requires a firm sense of discipline and time management. Provides a wide range of topics and experience. As a telecommuter, I am familiar with the Internet, Web pages, file transmission, and other online technologies. Client list includes Virtual Mechanics, Idea Integration, Passware, Intel, Mentor Graphics, and Tektronix.

**Technical Writer**, SAS Institute Inc., Aug. 1988 - July 1993. Designed, wrote, and managed a variety of software manuals in a team-oriented environment. Indexed manuals and managed other department projects such as user feedback and technical review training. Worked on development and maintenance of large online documentation projects. Served as a resource for less-experienced writers.

### **PROFESSIONAL ACHIEVEMENTS AND ACTIVITIES**

- Publications Coordinator for 1998 and 2001-2005 Western Users of SAS Software Conferences
- Numerous awards for books and articles in publications and journalism competitions
- Pacific Lutheran University Outstanding Youth Alumni Achievement award - 1991

References, List of Publications, and Professional Writing Portfolio available upon request.