Elizabeth Richardson

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Senior Technical Writer

Deliver Audience-Specific Text and Illustrations on Schedule in Fast-Paced Environments

Provide extensive experience in large international corporations with focus on technical writing and editing of hardware installation manuals and creating illustrations from 3D models. Build positive and productive working relationships with subject matter experts (SMEs) and other technical writing team members. Passion for learning about new products and technologies and deciding how to best communicate information to end users. Lead productive, international technical writing teams and train and mentor new hires as motivated, detail-oriented contributor.

- **SnagIt**
- **Arbortext Editor**
- **Adobe Illustrator**
- **PRO.FILE PLM DB**
- **Solid Edge**
- **Java**
- **DITA**
- **Windchill CMS**
- **Adobe Acrobat**
- **SourceGear Vault**
- **Microsoft Office 365**
- **Arbortext IsoDraw**
- **Adobe FrameMaker**
- **Visual SourceSafe**
- **SolidWorks**
- **HTML**

Professional Experience

SCHNEIDER ELECTRIC, O'Fallon, MO

Lead Technical Writer   **October 2013 – January 2020**
- Coordinated projects for small (up to 5-member) international team of technical writers, illustrators, and contractors, steering on-time, within scope completion.
- Cultivated best practices by training new employees on processes, procedures, and applications.
- Served as administrator for version control server using Visual SourceSafe, Source OffSite, and Sourcegear Vault.
- Produced documentation for data center cooling solutions based on Schneider Electric standards using Adobe FrameMaker or Arbortext Editor.
- Integrated images into documentation using Adobe Illustrator, Arbortext IsoDraw, SolidWorks, and Solid Edge.
- Verified accuracy of all documentation before publishing via coordinating with all involved departments.
- Edited cooling solutions manuals, ensuring proper grammar and compliance with established company guidelines.
- Saved over 60% in 2018 by maximizing reusability of content, reducing translation costs with preferred vendor.

Contract Technical Writer (through Aerotek)   **January 2013 – October 2013**
- Produced documentation based on Schneider standards using FrameMaker and integrating images into documents using Adobe Illustrator and SolidWorks.
- Edited cooling solutions manuals, ensuring compliance with company guidelines and coordinating with all involved departments to confirm documentation accuracy before publishing.

SAMSUNG ELECTRONICS CORP. (IT Solutions Division), Suwon City, S. Korea

Technical Writer / Editor   **December 2008 - January 2013**
- Provided training in technical writing and English grammar for Korean colleagues.
- Wrote and edited white papers, marketing materials, and printing solutions software user / admin manuals.
- Supported information validity through interviewing and collaborating with SMEs in US, Korea, and India.
- Reviewed PC, printer, and MFP manuals, improving documentation usability.
- Edited and reviewed software UI strings, device display strings, and anything else in English that needed to be checked, ensuring accuracy and better usability.
- Created design for and edited monthly newsletter for business-to-business (B2B) service team.
- Maintained and edited eXtensible Open Architecture (XOA) SDK.

AVALON EDUCATION, Suwon City, S. Korea

Head Middle School Foreign Teacher   **August 2007 – August 2008**
- Instructed mid-level ESL reading classes and iBT TOEFL writing classes for middle school students.
- Trained and produced training manual for new middle school teachers.
- Edited English documents for school.
- Liaised between foreign staff and Korean administrators.

UNIVERSITY OF MISSOURI - ROLLA DEPT. OF ENGLISH & TECHNICAL COMM., Rolla, MO

Graduate Teaching Assistant   **January 2006 – May 2007**
- Spring Semester and Fall Semester: Served as instructor English 160 (Technical Writing), preparing and delivering lectures on basics of technical communication and assigning and grading work.
- Winter Semester: Acted as GTA for Technical Communication 260 (Practicum of Technical Writing), helping students with assignments and assessing work.

Lecturer   **July 2006**
- Instructed and prepared lectures for a 4-week speech course for high school students.
- Helped students with and evaluated speeches in class.

Education

– **Master of Science (MS)**, Technical Communication, University of Missouri, Rolla, Rolla, MO (now Missouri University of Science and Technology)
– **Bachelor of Arts (BA)**, English, Minor in Technical Writing, University of Missouri, Rolla, Rolla, MO (now Missouri University of Science and Technology)

Professional Societies

– Sigma Tau Delta
– Society for Technical Communication (former)
– Association for Computing Machinery (former)