

Jesica Davis

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Summary

Ten years of professional experience as a Technical Writer and Copywriter, coupled with a background and degree in creative writing, enable me to create high-quality documentation and marketing materials on a rapid turn-around basis. I am a proven and dedicated team member that brings creative skills into project- and product-focused development.

Skills

Research, writing and analysis:

- Emphasis has been to research, refine, and present, usually in written form, various concepts and ideas to diverse audiences.
- Seven years of Technical Writing, documenting APIs, creating end-user manuals, release notes, and context-sensitive online Help.
- Ability to clearly convey technical, expository, and creative material for both professional and personal purposes.
- Creation of marketing brochures, advertorial copy, and technical bulletins.

Software experience:

- Knowledge and use of MS Word, MS Excel, FrameMaker, RoboHelp, WebWorks, Lyx, Photoshop CS, Visio, Illustrator.
- Comfortable working on all platforms: Windows, Macintosh, and UNIX (CentOS) systems.
- Website design using HTML, CSS, and Flash.
- Editing of XML and documentation in LaTeX, Emacs, Vi, and Adept.

Hardware:

- Experience running, expanding, and maintaining a 35-machine network.
- Fifteen years of computer experience includes assembling computers and building multiple websites.

Work Experience

July 2007 – Present

Documentation Engineer

Iptivia, Inc., New York, NY, USA

- Wrote and maintained a complete set of documentation for RouteDynamics, an IP routing (BGP, OSPF, and IS-IS) diagnostic and service fidelity software suite: User Guide, Administration Manual, Installation Guide, Reporting Module Manual, white papers, and release notes using FrameMaker 8.0 and Word 2007.
- Generated and regularly updated online help for multiple applications, using WebWorks, RoboHelp 7, and the Adobe Technical Communication Suite.
- Documented APIs (Java RMI and SOAP), wrote an API Guide for developers.
- In an ongoing OEM partnership with Cisco, rebranded the documentation suite and online help to conform to Cisco standards.
- Maintained the company wiki (Confluence) as a centralized documentation repository and knowledgebase.
- Created an index for the 900-page RouteDynamics User Guide.
- Edited and performed QA/QE test cases using Bugzilla and Jira,
- Functioned as a usability tester, assisting Product Management with software design usability principals and suggestions.

February 2006 – July 2007

Various freelance writing assignments for software companies, strategic marketing firms, and magazines while traveling independently throughout Germany, France, the Netherlands, England, Argentina, Bolivia, Uruguay, Peru, and Chile.

May 2002 – February 2006.

Documentation Specialist

BrassRing, LLC., Chicago, IL, USA

- Responsible for the maintenance of a complete set of documentation for the Enterprise, Talent Gateways, Workbench, and Agency Manager software applications.
- Generated a complete set of online and screen-level HTML Help. Documents produced included User Guides and Operations Manuals, an Installation Guide, release notes, white papers, and more.
- Responsible for internationalization and localization of documentation into multi-byte languages.
- Received the Above and Beyond the Call of Duty Award, 2003.
- Worked remotely (home office) from Chicago, November 2002 – February 2006.

May 2006 – July 2006

Consultant

Heidrick & Struggles, Chicago, IL, USA

- Recruited to research and advise Heidrick & Struggles on the design of a help system for their flagship application.
- Tested and compared a number of Help Authoring Tool and Content Management System applications, with a recommendation that was accepted and implemented. Created a report summarizing the pros and cons of each, and made a recommendation.
- Compiled a list of best practices for context-sensitive help generation and authoring.
- Designed project plans, created style guides, wrote job descriptions and compiled a selection of additional resources for Heidrick & Struggles to use as they implement the help system.

October 2005 – March 2006

Freelance Copywriter

American Express, Inc., Chicago, IL, USA

- Responsible for daily generation of web content highlighting restaurants, clubs, and events in Chicago for the promotion of American Express's targeted "In:Chicago" credit card.
- Recruited by American Express to communicate where customers should use the card, and why it keeps them on Chicago's pulse.
- Created and edited targeted, promotional, daily copy.

October 2000 - April 2002 (company dissolved)

Technical Writer

Curious Networks, Inc., Chicago, IL, USA

- Solely responsible for the creation and maintenance of a complete set of documentation for the Continuum (multi-channel application deployment software) product line.
- Worked with Project Managers to generate 1500+ pages, including Administration and Operations manuals, reference guides, FAQs, white papers, marketing materials, tutorials and more.
- Learned to read Java to document the API.

April 2000 - October 2000.

Electronic Publishing Coordinator

University of Chicago Press, Chicago, IL, USA

- Member of the Press's Journals Division team.
- Translated manuscripts for the Astrophysical Journal, the Astronomical Journal, Journal of Infectious Diseases, Clinical Infectious Diseases and 16 other journals.
- Responsible for typesetting all of the above journals on the Penta system.
- Created HTML for the Astrophysical Journal Supplement Series, maintained the Supplement website.

January 2000 - March 2000

Technical Support Specialist (temporary position)

CoreComm Internet, Chicago, IL, USA

- Responsible for setting up and troubleshooting Dial Up Networking and ISDN setup, DNS issues, TCP/IP in Windows 3.11, 95, 98, NT and 2000 as well as all Macintosh platforms.
- Supported browser and email client (Outlook, Eudora, Netscape Messenger, PPP, Internet Mail and Pegasus) problems, as well as aliases and virtual POP boxes.

June 1999 - December 1999

Network Administrator

Legal Systems, Minneapolis, MN, USA

- Maintained Windows NT 4.0 LAN, backed up the servers, installed software and oversaw troubleshooting of user problems.
- Purchased and maintained peripheral equipment (scanners, printers, etc.).
- Taught users about programs through seminars and documentation (word processing, database, internet tools).

Education

- **University of Illinois**, Champaign-Urbana, USA (May 1999). Bachelor of Arts, Rhetoric/Creative Writing, May 1999. Concentration in Poetry with Brigit Pegeen Kelly, additional coursework in Ecology/Women's Studies. GPA: 3.84/4.0, James Scholar 1995, Dean's List 1995-1999, Cohen Scholarship for incoming Liberal Arts freshmen.
- **University of Sydney**, Sydney Australia, semester abroad, July - December 1999.

- **Evanston Township High School**, graduated May 1995. GPA: 3.85/4.0, Sophomore Honor Society, National Honor Society, Evanston High School 1993-1995.
- **Continued self-study**, taking classes in poetry (at the New School), sailing (Northwestern), and bookbinding (Columbia College), as well as 9 years of study and apprenticeship in Iyengar yoga teacher training.

Publications

- Professional blogger, marketing writer, and contributing editor for [http:// mmmChicago.com](http://mmmChicago.com), a food, drink, and events website by American Express to promote the launch of their In:Chicago card, 2005-2006.
- Poem appeared in June 2007 issue of Chronogram.
- Contributing and founding writer, Gapers Block (<http://gapersblock.com>), 2003-2006.
- Contributing photographer, Urb Magazine (<http://urb.com>), 2004-2006.
- “Get Ripped” article on mp3 encoding, words and photographs, Urb, September 2006.
- Photographs used for event promotion flyers for Paxahau, 2005-2007.
- “Berlin Bitten” article appeared in Real Detroit, May 2006.
- Photographs used for Dutch record covers, The Outside Agency, and for Chicago musician Kate Simko CD covers, 2006.
- Co-Editor, contributing writer, and photographer, Subsysteme magazine, 2004-2005.
- 4 years of writing a Chicago food website, FCG, regularly updated. 2001-2005.
- Contributing writer, Saucy Magazine. (<http://saucymag.com>), 2005.
- Contributing writer, Slow Food Guide to Chicago, 2004.
- “Shop Local” article appeared in the Red Streak, August 2004.
- Contributing photographer, No East Magazine (<http://no-east.com>), 2002-2003.
- “What difference does it make?” article appeared Exposed: a Journal of blurring culture, November 2002.
- Poems appeared in Montage Literary Magazine, Spring 1998.
- Publication of a chapbook, Uttanasana, with StillBlackWater Press, June 1998.
- The Evanstonian, Opinion Editor, 1994-1995, staff writer, 1993-1995.

Events production coordination

- Co-Founder, Gro Collective for artistic and musical promotion, Urbana, IL. Responsibilities included organizing a task force of workers; booking performers nationally; working with venues, creating marketing materials, and promotion.
- Member of the Steering Committee for the Green City Market, Chicago’s only all-organic and sustainable farmer’s market, 2004. Responsibilities included creation of promotional materials and coordination of vendors.

References and Writing Samples

Available upon request.

March 2008