

# E. Elizabeth Brown

Senior Technical Writer

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## About

I am an accomplished Senior Technical Writer with a background in secondary education and a Bachelor of Arts degree. My specialty is English grammar and punctuation with extensive experience in technical writing, product documentation, and project management across various industries.

## Experience

**Contract Technical Writer** – 22<sup>nd</sup> Century Technologies, Inc. (assigned to TE Connectivity) – remote July '24 - present

- Write and edit user manuals, work instructions, job aids, instructional material, and internal communication for transition from Kronos to ADP Workforce Manager.
- Contribute to crafting document strategy to improve user experience and facilitate user success.
- Ensure compatibility and continuity of documentation architecture.

**Contract Technical Writer** – The Newberry Group, Inc. – remote (ad hoc) Jan. '24 - present

- Write and edit user manuals, work instructions, job aids, and other collateral as needed.
- Contribute to document design to ensure user success.

**QHSE Systems Specialist (Technical Writer)** – Axens North America – Houston, TX June '23 – Sep. '23

- Facilitate efficient planning and coordination of integrated management systems (IMs) across multiple locations and subsidiaries.
- Facilitate assessments and workflows related to the IMs to mitigate risk across the organization.
- Plan and coordinate International Standards Organization (ISO) audits and track findings through root cause analyses.
- Draft and implement policies and procedures to improve Quality, Health, Safety, and Environment (QHSE) systems.
- Draft and maintain logs, records, and other documentation to support the entire organization.
- Support the supplier audit process through drafting and delivering assessments and questionnaires and collecting customer feedback via the corrective action system.
- Draft and maintain standard operating procedures (SOPs), technical design documents (TDDs), manuals, and other collateral for the manufacturing and quality assurance (QA) processes.
- Coordinate and lead training classes including policies, process, standard work, and new/revised system requirements.

**Technical Writer/Business Analyst – Infra-Enablement** – HCL America (assigned to Meta) – remote July '22 – Apr. '23

- Create and manage content/collateral for group and customer use.
- Proofread and edit documentation, including transforming documents from non-native English speakers to standard English.
- Streamline onboarding process and onboard new team members.
- Manage internal projects.
- Consolidate information to create a central reference point for our group and consumers.
- Create wikis.
- Create/produce videos for Infra Data Centers (IDC) Radar group.
- Create and edit documents for IDC Radar group.
- Contribute to crafting document strategy to improve user experience and facilitate user success.
- Ensure compatibility and continuity of documentation.

**Information Management Specialist/Technical Writer** – BASF Corporation – Freeport, TX

July '12 – June '22

- Created and managed corporate content and collateral for websites, wikis, and other online media portals
- Created and managed local and global websites and SharePoint sites
- Created the [Contracted Services Portal](#) using Contino (in-house software) and upgraded the portal years later using Adobe Experience Manager (AEM)
- Developed, designed, and maintained websites, documents, and all collateral for the Environment, Health, and Safety (EHS) Responsible Care Management System (RCMS), Life-Saving Rules™, and Are You Stewardship Savvy?
- Updated and edited North American and Freeport group EHS documentation including the Freeport hurricane plan
- Interfaced with groups to avoid duplication of effort where possible
- Local "go to" resource for hardware and software upgrade instructions
- Communication Lead of EHS/Exposure Reduction Process (ERP) Steering Committee
- Wrote/edited local and corporate EHS safety standards, procedures, training decks, and other documents
- Edited documents from non-native English speakers to transform them into standard English
- Created/managed SharePoint sites for several internal groups
- Performed gap analysis and reporting for the Utilities Department
- Created, deployed, and managed content for area electronic bulletin boards ("BASF Today")
- Edited various group internal publications, newsletters, magazines, and other messaging
- Served as manufacturing representative for upgrading the Freeport electronic bulletin boards (Visix)
- Served as contact for Project Galilei EHS document conversion to new format including collaboration with SMEs, writing, editing, and managing documents and creating file structures for storage in Documentum
- Led other facilities to upgrade filing system to enable nationwide live links from document repositories
- First responder

**Document Management Specialist/Technical Writer** – ICONMA (assigned to Dell) – Austin, TX

Apr. '11 – July '12

- Converted legacy documents from acquired company into Dell standard format
- Created Dell standard for Training Group documentation
- Created style sheet for Training Group documentation
- Ensured continuity over all Training Group documentation
- Proofread and edited documents for grammar, syntax, and mechanics
- Posted new documents to SharePoint after final approvals

**Technical Writer/Training Developer** – Viridis Public Safety – remote

Jan. '11 – June '12

- Wrote user guide for records management system (SaaS)
- Wrote TDD for package
- Proofread and corrected software outputs and UX dialog
- Coached narrators on correct iteration and pronunciation of technical terms for online help and videos
- Developed and wrote lesson plans and quiz questions for software user training
- Proofread and rewrote corporate planning documents
- Proofread and edited test platform

**Director of Corporate Communication/Technical Writer** – Sychron Advanced Technologies, Inc. – Austin, TX

Nov. '06 – Feb. '11

- Created Sychron format/style guide
- Standardized all documentation to fit Sychron format
- Developed and maintained document control process
- Updated corporate website to correct grammar and ensure continuity
- Created and maintained customer support page on website to include software downloads, links to online and printable documentation, and online help
- Contributed to software creation by writing error messages and other UX information

- Maintained latest documentation updates for software releases (including all technical manuals, software administration guides, deployment instructions, best practices, installation guides, and product release notes)
- Installed software to qualify manuals, adjusted documentation as necessary, and recommended software fixes/enhancements
- Designed and wrote documents using incomplete and sometimes non-final specifications
- Documented JavaScript routines for inclusion into software manuals
- Wrote and edited all software manuals for grammar and continuity
- Assisted executive team with creating and updating executive summary and private placement memoranda
- Coordinated multiple writing projects
- Developed and deployed in-house policies and procedures
- Contributed to crafting document strategy to improve user experience and facilitate user success
- Served as office manager and HR contact
- Served as project manager – prepared, shipped, and tracked beta samples to potential customers
- Contributed to and maintained the Engineering Department wiki
- Designed and maintained internal Technical Publications website
- Created SharePoint site

**Technical Writer** – agileTCP (assigned to AMD) – Austin, TX

Aug. '06 – Oct. '06

- Converted engineering bulletins from the field into procedures for inclusion in upcoming manuals
- Observed lab procedures to create lab manuals

**Manager** – Patrick DeChristopher, Inc. – remote

Sept. '02 – Oct. '06

- Managed Texas office of tax preparation firm
- Handled over 1,250 tax accounts while providing company-wide account administration, scheduling, and client arbitration
- Worked extensively with IRS and financial institutions to resolve taxpayer issues
- Increased profits threefold by growing customer client base from 400 to 1,200 accounts within first tax season with PDI

**Technical Writer** – Tokyo Electron America, Inc. – Austin, TX

June '00 – Sep. '02

- Created new database tracking system for new and updated Etcher series parts for machines in Japan
- Authenticated parts ID books while streamlining process flow for parts ID books
- Contributed to documentation of wafer fabrication systems for global semiconductor industry to ensure quality
- Generated collateral such as user documentation and software, hardware, and machine management guides
- Served as technical trainer for field and support engineers
- Completed field engineering training

**World History/English Teacher, IT Coordinator** – Pflugerville High School – Pflugerville, TX

Oct. '96 – May '00

- Elected Teacher of the Month (Sept. 1999) for outstanding teaching and dedication to students
- Generated all teaching materials including my own textbook
- Maintained school computer system during my “off period”
- Networked Connally High School for Internet and networked Pflugerville High School math and physics labs for LAN
- Created environment for special needs students to remain in a regular classroom more hours than any teacher on campus
- Introduced “PC-to-TV” concept, which became the district-wide standard
- Recommended and incorporated MYGRADEBOOK software for teachers, which evolved into online gradebooks for teacher and parent access
- Had the highest pass rate at PHS for social studies, even when class sizes reached 45 students per section
- Provided in-service teacher training for computer software and hardware use, including principals and support personnel
- Wrote software user manuals for district employees

**Project Manager/Document Control Manager** – Tandy Electronics/AST Research – Fort Worth, TX Sep. '91 – Oct. '93

- Directed production and design control of new computers with Design Engineering team
- Augmented and managed Document Control Department for ISO 9002 compliance
- Worked with Purchasing Department to create process for parts inventory and maintenance
- Wrote assembly instructions in collaboration with manufacturing and quality engineers
- Wrote employee handbook for Fort Worth Personal Computer Division (PCD) factory

**Assistant to CFO** – Dun and Bradstreet/Logistics Data Systems – Las Colinas, TX Apr. '90 – Sep. '91

- Maintained data flow for quarterly reports preparation
- Generated quarterly reports from Accounting Department
- Coordinated all travel for Accounting and Sales Departments
- Retained and supervised all contractors who modified interior offices
- Edited all presentations and correspondence for Accounting Department

## Education

**University of Texas at Arlington** – Secondary Education Certification (equivalent to master's degree) May '96

- 4.0 GPA
- Emphasis on English grammar and writing and social studies

**University of Texas at Arlington** – Bachelor of Arts (Cum Laude) May '93

- 3.654 GPA
- Emphasis on English grammar and writing and Post-Weimar Republic Germany (history)
- Minors in German, English Literature, and Journalism

## Skills

Aconex · Adobe Acrobat/Distiller · Adobe Experience Manager · ADP Workforce Manager · Agile Methodologies · **AP Stylebook** · API Documentation · Attention to Detail · Camtasia · **Chicago Manual of Style** · Collaboration · Communication · concrete5 · Confluence · Content Creation · CSS · DITA XML · Document Management · Documentation · Documentum · Editing · English Grammar · Google Suite · HTML · Illustration Skills · Information Gathering · Instructional Design · LucidChart · Microsoft Excel · Microsoft Office · Microsoft Outlook · Microsoft PowerPoint · Microsoft Project · Microsoft Publisher · Microsoft Word · Mural · Online Help Systems · Oxford Comma · Paint · Problem Solving · Project Management · Proofreading · Research · RoboHelp · SharePoint · SnagIt · Snipping Tool · Software Documentation · Style Guides · Teaching · Teamwork · Technical Research · Technical Writing · User Manuals · UX Design · Version Control · Video Editing · Visix · Visual Studio · VMware · Wiki Creation · WordPress · Writing Guidelines · XML