ALIA MICHAELS

Freelance Technical Writer/Editor

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http://www.aliamm.com OR http://www.linkedin.com/in/aliamichaels

Profile

An experienced technical writer and editor, I primarily develop online help systems, user manuals, and documentation for computer software and hardware companies. I have been a successful remote professional for more than 25 years.

My major contracts have involved:

• writing task-based online help content and tutorials for desktop and cloud-based applications.

• organizing and writing end-user documentation for desktop, cloud-based, and iOS-based applications.

• creating installation guides and user manuals for networking hardware.

• reviewing and editing technical documentation and online content.

• developing leader-led, computer-based (CBT) and web-based (WBT and CMS/LMS) training (with job aids).

See www.aliamm.com for details and samples. See www.linkedin.com/in/aliamichaels/ for recommendations.

Skills and Strengths

• Experienced Windows, macOS, and iOS user.

• Experienced technical writer/editor using the *Microsoft Manual of Style*, the *Apple Publications Style Guide* and company style guides.

• Knowledgeable user of Microsoft Word and PowerPoint; Adobe Acrobat, FrameMaker, InDesign, RoboHelp; MadCap Flare; QuarkXPress; TechSmith SnagIt and Camtasia; and Articulate Storyline.

• Familiar with standard graphics programs like Adobe Photoshop and Illustrator and other drawing, graphics and screen-capture and screen-recording programs.

• Familiar with other common business-oriented programs including presentation software, database software, CMS/LMS solutions, spreadsheets, HTML editors and web design programs, and a range of utilities.

• Familiar with X/HTML code, XML and Flash files, current web design standards, and cascading style sheets.

• Integrate graphics and text for multimedia-related projects.

• Learn new information quickly and can translate information appropriately for an audience.

• Understand technical information.

• Work with minimal supervision (alone or with a project team).

Work Experience

• Freelance Technical Writer/Editor developing task-based online help systems and end-user documentation, editing technical documents, and developing training for adult learners.

• Support Engineer: Hewlett-Packard Co., General Systems Division, Cupertino, CA

• Software Design Engineer: Hewlett-Packard Co., Santa Clara Division, Santa Clara, CA

• Associate Engineer: Lockheed Missile and Space Co., Sunnyvale, CA

Education

• www.lynda.com courses in web design, CSS, and new web technologies.

• Designing and Teaching in eLearning Environments, graduate-level course in the Information and Learning Technologies program, University of Colorado, Denver, CO

• Distance Education Certificate from Continuing Education at Indiana University, Bloomington, IN

• MA, Holy Names College, Oakland, CA

• Graphic design courses through UC Santa Cruz Extension

• Graduate study in Electrical Engineering and Engineering Management, Stanford University, Stanford, CA

• BS Mathematics, Stanford University, Stanford, CA