

JUDITH MARIE SWANN

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PROFILE

Collaborative and dynamic communicator, project leader, and documentation expert with experience in software, hardware, networks, marketing, and libraries. Creator of quality, cost-oriented plans to carry projects to completion. Thorough, methodical editor. Skilled interlocutor and listener.

EMPLOYMENT HISTORY

- ♣ Quality Manager, Performance Systems Development, 2011-
 - Create test plans and test cases for pre-release software testing
 - Provide implementation consultations
 - Craft Salesforce solutions and reports
- ♣ Marketing Communications, MCCI, 2005 — 2011.
 - Created public-facing pages and documents about USB and Wireless USB solutions for cell phones
- ♣ Technical Writer, Pathlight/ADIC, 2000 — 2005.
 - Wrote user-facing documentation about Fibre Channel storage devices and SANs
- ♣ Information Systems Coordinator and Trainer, Finger Lakes Library System, 1997 — 2000.
 - Helped develop a telecommunications infrastructure
- ♣ Cornell University Library, 1990 — 1996.
 - Cataloging. Oversaw installation of Ethernet in the Technical Services offices.

Communications, Analysis, Management, and Technical Writing

- Produce user-facing materials in both analog and digital formats using single-source code.
- Create and progress wireframes as a part of product development.
- Design, write, edit, and produce text and graphics for Quick Start Guides, User Manuals, and Release Notes for customers.
- Create templates for reports and manuals.
- Continuously work to improve the user-friendliness of customer documentation.
- Work with Product Development and Programs teams to develop and document building science solutions for internal and external customers.

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- Develop and maintain internal technical documentation, including functional specifications and APIs.
- Research industry and competitive information to understand the state of renewable and sustainable energy solutions.
- Maintain data used for management, statistical report generation, and program management.
- Assist programmers in understanding design solution requirements.
- Work on multiple and sometime competing projects, changing priorities within an Agile environment.
- Create test plans and test cases for the QA process.
- Illustrate system architecture and workflow processes.

For complete curriculum vitae, including links to portfolio items, see <http://www.jmswann.com/cv.html>

LANGUAGES

French, Italian, Russian – Read and speak.

Spanish – Studying now.

Burmese, Arabic, Japanese, Swedish, German, Latin – Once studied.

EDUCATION

- ♣ City College, City University of New York. MASTER OF ARTS. English.
- ♣ Emory University. MASTER OF LIBRARIANSHIP.
- ♣ University of Iowa. BACHELOR OF ARTS. Russian major. Cum laude.

Continuing Education

- ♣ CS101, Massive Online Course from Stanford University (<http://cs101-class.org>)
- ♣ Tompkins Cortland Community College. Accounting.
- ♣ www.sessions.edu. Graphic Design.
- ♣ Cornell University. Burmese, French, and Italian.
- ♣ Graduate Center, City University of New York. Comparative Literature.

SOFTWARE

Microsoft Office

Adobe Creative Suite

Salesforce

RoboHelp

SOAP UI

Postman REST Client