

Janet Alexander

575.973.7325

Salt Lake UT Area

<http://www.janetalexander.net>

<https://www.linkedin.com/in/janetalexander>

<https://www.youtube.com/user/Janetofalltrades/videos>

janetalexander22@yahoo.com

SUMMARY

Technical writer proficient in designing business process flows, use cases for software programs, and software user guides. Instructor for adult learning in metalsmithing. Experience creating class projects, along with written and video instructional tutorials. Creative professional with experience in business, people management, problem solving, and technical skills.

EXPERIENCE

SELF EMPLOYED

2009 - Present

Metalsmith Instructor, Jewelry Designer, Graphic Designer, Website Designer, and Instructional Writer, and Social Media Specialist.

- Created instructional videos for YouTube channel and website by filming and editing video, photos, and music using Premiere Pro CS6, and Sound Forge music editing.
- Created artwork for JanetAlexander.net website stock shots and graphics using Photoshop CS6.
- Created website design www.janetalexander.net.
- Contributing instructional writer with close-up photos for the *Lapidary Journal Jewelry Artist Magazine*, *Metal Clay Fire*, and *Creative Fire* magazines.
- Contributing writer for the book *Metal Clay in Color*, produced by Kalmbach Publishing.
- Designed, developed, and implemented studio classes and adult education at conferences including up to 20 students in a class.
- Taught live streaming internet classes on camera for Wire Jewelry; available at www.wirejewelry.com.
- Implemented Internet promotions using multiple social media platforms including Face Book, Pinterest, and Instagram.

CASH AMERICA

2006 - 2009

Technical Writer for Point of Sale Software Design.

- Managed all aspects of creating the user guide for proprietary software from interviewing subject matter experts (SME) business analysts, and reviewing business documents.
- Provided quality control analyses on documentation from business analysts before sending it to development.
- Reduced and saved production costs by identifying mistakes in analysts' documents prior to development.
- Created wireframe graphics (UI graphics) for business analysts as a help tool while reviewing process flows with SMEs.
- Participated in team reviews on use case work flows and software flows. This team review process allowed for consistency in the process flows across all use cases and UI usability.
- Communicated user guide updates to project managers and the training department on a weekly basis.
- Converted Word files to RoboHelp online files for the training department.
- Designed and maintained an Excel spread sheet cross referencing use cases with user guide chapters ensuring critical chapters were written within the project plan's timeline and ready for rollout.
- Uploaded documentation onto Clear Case and Visual Source Safe for team reviews.

BC COMPUTERS

2003 - 2006

Web Content Writer

- Wrote web page content using HTML intended for selling assorted electronic products on the web.
- Researched and documented specifications of electronic products.
- Tested electronics before posting items for sale on EBay.
- Created photographs of electronic products and posted them on the web for sale.

SWEST INC.

2002 - 2003

Web Content Writer, Catalog Editor, Trainer, and Sales.

- Created a training curriculum and published onto Intranet using HTML and Dreamweaver to educate the sales support team.
- Edited content for sales catalog including descriptions, and tool tips.
- Trained employees and customers on the proper use of tools to improve customer satisfaction and drive sales.
- Served as a merchandiser for the showroom, keeping tools and equipment stocked, reviewing inventory, and updating pricing.
- Assisted as a backup cashier for the showroom and customer order pickup.

SANDSTREAM INC.

2000 - 2003

Multimedia Programmer, Technical Writer, and Trainer.

- Designed and created a multimedia interactive presentation program using Adobe Director helping the sales department and executives receive funding for the company's endeavors. This interactive presentation mimicked the end product and consisted of video, music, web access, and voice over IP by calling an executable from within the program.
- Organized, facilitated, and managed the training for the company's sales staff, CEO, and CFO on the best use of the presentation.
- Closely collaborated with the company's executives' requests by updating and adding embellishments for the presentation.
- Published the presentation's specifications, process flows, and user guides on the Intranet.
- Collaborated with other team members to provided content and graphics for the company's Intranet.

EDUCATION AND TRAINING

- Bachelor of Fine Arts – with an emphasis on metals - from the University of North Texas
- Eastfield College – continuing education course in supervisory skills
- Collin County Community College – partial multimedia programming certification
- Execu Train – MS Project

COMPUTER SKILLS

- MS Windows and Apple IOS
- MS Office
- Adobe Acrobat
- Adobe Captivate 4
- Adobe RoboHelp 8
- SnagIt
- Adobe Photoshop CS6
- Power Point
- Visio
- Adobe PremierPro CS6
- Adobe FrameMaker
- Axure
- IBM Rational Clear Quest & Clear Case
- Visual Source Safe
- MS Project
- Adobe SoundBooth

SUMMARY OF PROFESSIONAL SKILLS

- Strong management skills
- Experience teaching adults
- Strong quantitative, analytical and problem-solving abilities
- Excellent oral and written communication skills
- Team player with excellent interpersonal skills
- Good at multi-tasking and organizing
- Works well under high pressure situations, and prioritizes deadlines to get the job done
- Excellent listening skills using active listening