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Tiffany A. Holmes

SUMMARY

- Technical Writer with over eight years of experience including writing, editing, web design, online documentation, and page layout
- Online portfolio maintained since 2002; now in its sixth version
- Interest in and additional educational background in the life sciences
- Familiar with an array of software for use in page layout, graphic design, web design, online documentation, writing, editing, and records management
- Effective generator of ideas – team player with the ability to follow up and see a concept through to completion
- Experienced Composition and Technical Writing instructor
- “Whatever interests is interesting” mentality – passionate learner of new skills and ideas

SOFTWARE EXPERIENCE

- Microsoft: Word, Excel, Power Point, Front Page, Visio, Project
- Adobe: InDesign, Photoshop, Illustrator, Acrobat, Dreamweaver

TECHNICAL WRITING EXPERIENCE

Briljent, LLC (2010 – present) Fort Wayne, IN

Briljent is a technical writing and training company whose key services include instructional design and training, web site content and graphic design, and technical and proposal writing. Briljent is Czech for “brilliant.”

Instructional Designer, 1-800-MEDICARE

Responsible for the research, creation, and design of web-based, instructor-led, and blended training for customer service representatives (CSRs) for the Centers for Medicare and Medicaid Services (CMS). Training is developed with a team including Medicare subject matter experts, content writers, and developers.

- Created an online training module to prepare customer service representatives at 1-800-MEDICARE for their year-end call spike as beneficiaries begin to enroll in new plans
- Updated and redesigned the process manual for the CSR Plan Finder Tool, a web-based program that allows CSRs to help Medicare beneficiaries choose prescription drug plans

HNTB Corporation (2007 – 2009) Lansing, MI

HNTB is a nation-wide architecture, engineering, and planning firm specializing in transportation, bridges, aviation, architecture, urban design and planning, environmental engineering, water and construction services.

Senior Technical Writer

Responsible for online documentation, document control, records management, writing, editing, layout and graphics for proposals, publications submitted to clients, and marketing materials.

- Wrote and edited for the Intelligent Transportation Systems (ITS) team and for HNTB publications, including magazines and newsletters
- Developed document control and records management systems and policies for the Lansing office
- Collaborated with the ITS team, structures, roadway, and marketing groups, as well as the design-build-finance and value engineering teams
- Served as webmaster for client website www.michiganits.com
- Designed, edited and contributed to the Michigan Department of Transportation (MDOT) *ITS News*
- Contributed articles to two major ITS publications – *Thinking Highways* and *ITS International* on behalf of MDOT and HNTB
- Generated large format graphics and layout for posters for annual HNTB sales conference
- Aided in the writing and editing of a White Paper for the 2008 ITS National Congress on behalf of HNTB and MDOT on a new dynamic message sign (DMS) design

Ethicon Endo-Surgery (2006 – 2007) Cincinnati, OH

Ethicon is a division of Johnson and Johnson that develops and manufactures medical devices for endoscopic surgery.

Records Manager

Involved with the management, backup, off and on-site storage, and eventual destruction of records for all departments.

- Provided assistance with record clean-out days, record retention, and lifecycle management of vital documents
- Used benchmarking of another Johnson and Johnson company to propose a new system for the off-site storage and destruction of records
- Completed a variety of tasks as part of the archival process, including the organization, scanning, and indexing of vital records
- Researched and discussed options for the electronic storage of vital records
- Involved in the creation of a retention schedule for records at three sites

Center for Regional Development (2003 - 2005) Bowling Green, OH

The Center for Regional Development (CRD) provides information on public policy in order to aide community and regional development. CRD's interdisciplinary research involves economic, social, cultural, and environmental issues.

Publications Graduate Assistant

Responsible for writing, editing, online documentation, desktop publishing, and graphic design for CRD staff and publications distributed by the Center.

- Created promotional materials for CRD sponsored events
- Revised and condensed several research papers for use in a publication for the annual State of the Region conference publication in 2005
- Edited and formatted a major publication outlining the use of the Ohio Revised code for local government
- Contributed articles, edited, and aided in the design of the newsletter *Centerlines*; most notably wrote articles on the decline in water levels in the Great Lakes and the use of wind turbines in Bowling Green, Ohio

FLAAR (May - December 2004) Bowling Green, OH

FLAAR provides information on printing (including large format printing and scanning) and camera technology to businesses.

Assistant Editor

Responsible for editing reports for Senior Editor, writing and editing various documents for head assistant.

- Edited reports available for purchase regarding the evaluation of large format printing and scanning equipment
- Edited website content
- Attended 2003 International Sign Expo as a FLAAR representative

Indiana University - Purdue University, Fort Wayne (IPFW) Center for Reptile and Amphibian Conservation and Management (May - August 2003) Fort Wayne, IN

The IPFW "Herp Center" provides information to the general public on reptiles and amphibians native to the Midwest.

Web Tech

Responsible for writing, editing, online documentation, and updating the Herp Center website.

- Wrote species profiles for Midwest turtles and salamanders
- Updated graphics and text on website <http://herpcenter.ipfw.edu>
- Created distribution maps for species profiles

Ohio Department of Transportation (2002 - 2003) Bowling Green, OH

ODOT District Two serves eight counties in Northwest Ohio. The District office houses structural and civil engineers as well as highway maintenance staff.

Administration Intern

Responsible for writing, editing, layout and photography for internal newsletter and various pamphlets, writing news releases, internet and intranet web design, and graphic design.

- Involved with documentation for both internal and external audiences, including the general public
- Created a brochure and web page for the internship program
- Designed, wrote, and assembled press packets for the 2002 winter snow plow season distributed to local news agencies
- Wrote press releases for district spokesperson/public information office
- Redesigned internal district newsletter and contributed content

TEACHING EXPERIENCE

Ivy Tech Community College (2009 - 2011) Fort Wayne, IN

Ivy Tech Community College is the nation's largest state-wide community college with single accreditation.

English Instructor (ENGL 211, ENGL 111)

Responsible for courses in Technical Writing (ENGL 211) and Composition (ENGL 111), both face-to-face and online, in the English Department.

- Planned and designed project-based coursework for ENGL 211 (face-to-face)
- Planned coursework based on ENGL 111 objectives and student packet (face-to-face)
- Evaluated student writing and performance
- Completed Ivy Tech's online training certification, May 2010
- Planned coursework based on statewide standards for ENGL 211_dl (online)

ITT Technical Institute (2009 – 2010) Fort Wayne, IN

ITT is a nationally recognized technical institute that trains professionals in a variety of technical fields.

Composition Instructor (GE 217)

Responsible for courses in Composition II in the General Studies Department.

- Planned coursework for GE 217 based on ITT Tech objectives
- Evaluated student writing and classroom performance

EDUCATION

Bowling Green State University, May 2005

Master of Arts – Scientific and Technical Communication

Cognate: Biology

Bowling Green State University, May 2003

Bachelor of Arts – Scientific and Technical Communication

Minors: Biology and English

FREELANCE EXPERIENCE

Demand Studios (May – August 2010) Santa Monica, CA

Demand Studios is the Social Publishing Ecosystem for leading digital brands. They publish articles and videos online.

Writer

Research and write articles based on prompts from the Demand Studios “work desk.” Most articles are published on eHow.com or Answerbag.com.

VOLUNTEER EXPERIENCE

Little River Wetlands Project (2009 - present) Fort Wayne, IN

LRWP is a nonprofit land trust that restores, rehabilitates, and conserves land in the Little River watershed. Their mission is to restore and protect wetlands in the watershed of the Little River southwest of Fort Wayne, Indiana, and to offer educational opportunities that encourage individuals to be good stewards of wetlands and other natural ecosystems.

Volunteer

Assist with grant seeking and grant writing, writing, editing, layout, and photography.

- Responsible for representing LRWP at area nonprofit seminars
- Member of the LRWP Fundraising Committee
- Member of the Walk for the Wetlands, interpretive signs, marketing, social media, website, and grants subcommittees
- Created and maintain Facebook page
- Designed two large format interpretive signs installed at Eagle Marsh
- Redesigned newsletter and brochure

Toledo Herpetological Society (2003 - 2005) Toledo, OH

THS is an organization that seeks to educate the general public and the organization's members regarding the ecological role, proper care and breeding, and legal issues pertaining to reptiles and amphibians.

Newsletter Editor

Collected articles from necessary members as well as articles online pertaining to herpetology and herpetoculture to lay out monthly newsletter.

Bowling Green State University Herpetology Lab (2001 - 2005) Bowling Green, OH

The mission of the Herpetology lab is to incorporate the core values of Bowling Green State University while promoting appreciation of biological diversity and the understanding and respect of organisms encountered through the field of Herpetology.

Volunteer

Involved in daily husbandry practices as well as tours of the facilities and demonstrations both on and off campus.

- Founding member of the Herp Club (2003); secretary
- Created current (outdated) website for the lab--first completed website
- Created a number of promotional items for the lab, including brochure

ORGANIZATIONS

Society for Technical Communication (2001 – present)

STC is an international organization dedicated to the practice of technical communication.

- 2004 - present Southeast Michigan Chapter Member
- 2002 - 2004 Special Projects Manager; BGSU Student Chapter
- 2004 BGSU Student Chapter – Southeast Michigan Chapter Liason

Association for Fundraising Professionals (2009 - present)

AFP exists to foster the development and growth of fundraising professionals and the profession, to promote high ethical standards in the fundraising profession, and to preserve and enhance philanthropy and volunteerism.

- 2009 – Northeast Indiana Chapter seminar attendee