

Sharon L. McDonnell
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<http://members.aol.com/slmcd/WebStuff/welcome.html>

SUMMARY:

- Technical Writer with 15 years experience as a computer operator on large IBM system mainframes
- Reputation as a worker who assimilates quickly and is a self-starter
- Full range of data processing experience which includes computer operations, help desk, documentation writing, and Web site maintenance
- Several programming languages taken in business minor

EDUCATION:

B.S., Eastern Michigan University, 1998
Major: Written Communication/Technical Writing
Minor: General Business
Combined G.P.A. 3.81/4.0

SKILLS:

TECHNICAL/DOCUMENTATION WRITING

- Compose and revise procedures for computer operations
- Design and write workflow schedules for computer operations
- Write and maintain documentation and procedures for the help desk
- Write and maintain User Guides, Getting Started Guides, Installation Guides, Technical Bulletins, Release Announcements, and Online Help for client/server software applications
- Update and make additions to Intra/Internet Web sites
- Adept with FrameMaker, RoboHELP, Adobe Acrobat, HTML, Microsoft Publisher, Microsoft Word, TSO ISPF, and DCF/SCRIPT
- Familiar with Visio, Microsoft PowerPoint, Paint Shop Pro, PageMaker, Adobe Page Mill, Dreamweaver, and WS-FTP

COMPUTER OPERATIONS

- In-depth knowledge of IBM OS/MVS on 3090, 3081, 3084, and 3083
- Proficiency with IBM DOS/VSE on 4341 and 3081
- Working knowledge of IBM VM/XA on 3081 and 3084
- Familiar with UNISYS V-series, Tandem, Datapoint, and Data General mainframes

WORK HISTORY:

Technical Writing

1998-2001	Compuware Corporation, Farmington Hills, MI	Technical Writer
1998-1998	Software Services Corporation, Ann Arbor, MI	Technical Writer
1998-1998	CGN & Associates, Livonia, MI	Technical Writing Intern
1997-1997	Society of Manufacturing Engineers, Dearborn, MI	Technical Writing Intern
1997-1997	Society for Technical Communication, SE MI Chapter	Intern to Web Master

Computer Operations

1991-1994	Northern Telecom, Ann Arbor, MI.	Support Specialist
1990-1991	Great Lakes Bancorp, Ann Arbor, MI	Sr. Computer Operator
1988-1990	Kelsey-Hayes, Romulus, MI	Problem Change Analyst
1986-1988	Mercy Information Systems, Ann Arbor, MI	Computer Operator
1985-1986	Allnet Communications Srvcs, Inc., Southfield, MI	Computer Operator
1982-1985	St. Joseph Mercy Hospital, Ann Arbor, MI	Computer Operator
1978-1982	Sybron/Kerr, Romulus, MI	Computer Operator

REFERENCES:

References and portfolio furnished upon request.