

# 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

Technical Solutions Analyst, Performance Systems Development, 2011-

- Create functional documentation, including APIs, for management software
- Provide implementation consultations
- Craft Salesforce solutions and reports
- Manage internal projects

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.

- Procured grant-funding for and helped develop a telecommunications infrastructure

Cornell University Library, 1990 — 1996.

- Cataloging. Oversaw installation of Ethernet in the Technical Services offices

## Skills in Communications, Analysis, Management, and Technical Writing

- Work with Product Development and Programs teams to develop and document building science solutions for internal and external customers.
- 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.

## Judith Marie Swann

- 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 thoroughness of product documentation
- Research industry and competitive information to understand the state of renewable and sustainable energy solutions.

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

## LANGUAGES

French, Italian, Russian – Read and speak.

German, Latin, Spanish – Read at the elementary level.

Burmese, Arabic – Once studied.

Japanese, Swedish – Studying now.

## 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*

- ♣ Introduction to Databases, [Massive Online Course from Stanford University](#)
- ♣ CS101, [Massive Online Course from Stanford University](#)
- ♣ [www.sessions.edu](http://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