

JUDITH MARIE SWANN

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PROFILE

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

EMPLOYMENT HISTORY

Marketing Communications, MCCI, 2006—present

- Manage relationships with consultants and contractors, including public relations campaign agencies and designers.
- Consult and advise on public website development. Design, code, and maintain web pages. Manage contracted-out development projects.
- Plan, design, create, manage, and maintain Marketing group intranet, Corporate intranet, and news blog.
- Manage trade show projects and product demonstrations.
- Target and contact industry analysts.
- Write and distribute white papers, news items, and company announcements.
- Design and write product briefs and other marketing collateral.
- Write, edit, and manage documentation.
- Write product functional specifications.

Editor, Cornell University, Knight Institute for Writing in the Disciplines, Ithaca, NY, 2004-present

- Edit theses and dissertations on a variety of themes.

Operations Management Assistant, MCCI, 2005—2006

- Analyze staffing needs, write job descriptions, post advertisements, screen, and interview candidates.
- Manage matters pertaining to visa status changes.
- Perform research as requested and present information to upper management.
- Interpret financial records. Write letters to providers.
- Test customer resource management software.
- Write and communicate company policies.

Technical Writer, ADIC, 2000—2005

- Produce work in both print and web formats.
- Design write, edit, and produce user manuals, release notes, and graphics for text materials, CD faces, and CD inserts. Send documents to translation. Provide quality review for translations.
- Create document templates. Design publications workflow and procedures. Test equipment.
- Serve as liaison between engineering and documentation. Create publications schedules that meet and balance the needs of engineering, training, and marketing.

Information Systems Coordinator and Trainer, Finger Lakes Library System, 1997—2000

- Troubleshoot, instruct, communicate, and develop automated solutions for a primary audience of rural, part-time library staff members at 31 different libraries, each with widely varying levels of technical skills.

Information Technology Librarian, Cornell University, 1995—1996

- Test and provide instructions for using Windows-based cataloging software, Windows-based software to access external sources for bibliographic records, FTP software, a World Wide Web browser, electronic mail, word processing, and spreadsheet programs.

Catalog Management and Authorities Librarian, Cornell University, 1990—1994

Cataloger, Cornell University, City University of New York, University of New Orleans, 1982—1989

LANGUAGES

French, Italian, Russian--Read and speak

German, Latin, Spanish--Read at the elementary level

Burmese, Arabic--Once studied

Japanese--Studying now

EDUCATION

2005. Tompkins Cortland Community College. 4 hours. Accounting.

2004-2005. www.sessions.edu. 15 credits. Graphic Design.

1995-1997. Cornell University. 15 hours. Burmese, French, and Italian.

1988-1989. Graduate Center, City University of New York. 9 hours. Comparative Literature.

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.

SOFTWARE

Microsoft Office 2007; Microsoft Project; Adobe CS3, Framemaker; Macromedia Dreamweaver, Fireworks; Joomla; RoboHelp; CorelSuite

PUBLICATIONS

For a complete list, visit <http://www.jmswann.com/cv.htm>