

# Shelly L. Hazard

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## SUMMARY

With a degree in electrical engineering and experience as an electronics technician, Shelly is very comfortable with technical subjects and confident in her ability to learn new technology. Her work experience includes technical and documentation-focused positions in manufacturing, engineering, and marketing, giving her a unique perspective. Since she understands the processes and requirements of other functional groups, she can work more effectively with them to produce superior product documentation.

## EXPERIENCE

### Technical Writer (2005-2008)

#### **Harman Specialty Group**, Bedford, MA

*Note: Originally hired as a short-term contractor, then called back six months later for a full-time position.*

- Responsible for the documentation for three product lines
- Lead writer for new project documentation, entailed tasks such as attending project team meetings, creation of new product documentation, and working with SQA to resolve documentation-related bugs from the bug tracking system
- Create the copy for the product brochures and occasional white papers
- Creation and release of service manuals. Entailed gathering information, writing and editing material, formatting to style guidelines, working with other groups to review manual and approve changes, releasing completed documentation following specific process guidelines
- Support of technical writing department. Entailed tasks such as indexing in-process manuals and editorial review of in-process manuals

### Freelance Writer & Editor (2003-Present)

Shelly has provided writing, editing, and web maintenance services to various companies both on contract and on an as-needed basis. Work she has accomplished includes developing & editing feature articles, writing product user manuals, editing scripts for a series of public radio announcements, editing advertising brochures and press releases, editing raw translations into English for grammar and correct word usage, writing and editing web site materials, updating web site product catalogs, performing web site maintenance updates, and writing articles on specific topics for publication.

### Technical and Marketing Writer (1997-2003)

#### **Tektronix, Inc.**, North Chelmsford, MA

*NOTE: During this time, the company changed ownership twice due to acquisitions. Other company names were **Digital Lightwave** and **Microwave Logic, Inc.***

- Documentation Lead for customer documentation of new products. Entailed attending core team meetings, managing the documentation schedule, gathering information and designing the format of the document set, writing and editing material and leading the documentation team in the creation and release of the document set
- Creation and maintenance of service documentation, including service manuals, upgrade procedures, calibration procedures, and rework procedures driven by an Engineering Change Order (ECO)
- Design and creation of Help systems for all new products
- Assisted engineering with software release notes for all new products
- Creation and writing of marketing materials, including articles for trade magazines, application notes for use by applications engineers and customers, data sheets for individual products, and product presentations for training

## OTHER SKILLS

### **Documentation and RoHS Researcher** (2006, Contract)

- Initiation & release of ECOs/MCOs through the AGILE documentation system
- Compilation of all lead-free versus non-lead-free components in the current products
- Research & release of new RoHS-compatible parts to replace leaded components

### **Internal Auditor for ISO9001 and ISO2000** (1995-2003)

Duties included performing regular audits of different areas per a schedule. Audits were performed by investigating the policies in place and interviewing the employees to ascertain if the process was working correctly. A report of the findings of the audit and a review of the report with those that were audited was also part of the process.

### **Engineering Assistant/Documentation Specialist** (1994 - 1997)

- Wrote customer-focused test procedures for calibrating sensitive testing equipment
- Wrote product inspection tests for inclusion in the customer user manuals
- Assisted engineers by adding rework to PC boards, updating schematics (ORCAD), proofreading documentation, and writing and implementing ECOs
- Maintained the engineering technical library and the parts libraries for the schematic capture program (ORCAD)
- Supported manufacturing documentation control group by performing such tasks as filling in as administrator of the ECO board, filling documentation requests, verifying ECOs, and distributing documentation packages

### **Production Technician** (1988 - 1994)

- Conducted troubleshooting and repair of high-speed system hardware and printed circuit boards to the component level and prepared various documentation including procedures and system status information
- Calibrated and tested high speed printed circuit boards and systems
- Reworked printed circuit boards to engineering specifications
- Performed mechanical assembly of chassis and connecting cables

## DEGREES AND CERTIFICATES

- University of Massachusetts: Lowell, Continuing Education
  - Multimedia Applications certificate program, currently enrolled
  - Web Design and Development Certificate
  - Technical Writing Certificate
- University of Lowell, College of Engineering
  - Bachelor of Science, Electrical Engineering - Elected studies included Technical Writing and Professional Writing
- Middlesex Community College Continuing Education - Courses: Electrical/Electronic Drafting, Electrical/Electronic Components, and Mechanical Drafting
- Concord-Carlisle Regional High School, Honor Roll Graduate

## TECHNICAL SKILLS

Shelly is adept at learning tools and comes up to speed quickly.

**Proficient:** Microsoft Office (Microsoft Word, PowerPoint, and Excel), Adobe FrameMaker, Adobe Acrobat, Adobe Photoshop, Paint Shop Pro, RoboHelp, HTML (hand-coding and WYSIWYG editors), web browsers, Microsoft Windows

**Knowledgeable:** Adobe Illustrator, Sound Forge, Macromedia Flash, Macromedia Director, schematic capture software, MRP systems, Visio, Apple computers