

Shelly L. Hazard

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SUMMARY

Shelly is an accomplished hardware writer with a highly-technical background. Her strengths include:

- Experienced in writing for both new product customer documentation and service-oriented documents
- Ability to learn new technology and tools quickly, minimizing learning curve time
- Willingness to work with other groups and teams to produce quality documentation without delaying project and production schedules
- Flexibility to switch between technical documentation and writing for marketing materials
- Multi-tasking and the ability to work on multiple projects at once, as well as the ability to react to a dynamic work environment with constantly changing priorities

Shelly has written documents as diverse as user manuals, product service manuals, brochures, white papers, and even technician-oriented documents such as PC board rework instructions and product assembly procedures. Her work experience includes technical and documentation-focused positions in manufacturing, engineering, and marketing, allowing her to work more effectively with cross-functional teams to understand the process flow and ultimately produce superior product documentation.

EXPERIENCE

Senior Technical Writer (2011 to present)

MIT Lincoln Laboratory, Lexington, MA

- Write highly-technical project documentation, such as assembly and test procedures
- Work with the engineering team to develop and write procedures, test reports, and other project materials
- Manage documentation revision and tracking history for each project
- Collaborate with other departments to revise and update Laboratory-wide and QMS procedures
- Develop and write procedures for new equipment and processes
- Granted Secret and Top Secret security clearance levels

Failure Analysis Writer (short-term contract, 2010)

Vicor, Andover, MA

- Worked with the Failure Analysis Engineers to write Failure Analysis Reports for customers
- Developed templates to streamline the reporting process and make the contents more consistent
- Revised and updated procedures for the Failure Analysis group in support of ISO9001 standards

Technical Writer (2005, 2006-2008)

Harman Specialty Group, Bedford, MA

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

- Documentation Lead for customer documentation of new products. Entailed managing the documentation schedule, gathering information, formatting to style guidelines, writing and editing the material, and working with other groups to review the manual, approve changes, and release the completed documentation
- Creation and release of service manuals. Entailed gathering information, writing and editing material, formatting to style guidelines, working with other groups to review the manual, approve changes, and release the completed manual
- Support of the technical writing department. Entailed tasks such as indexing in-process manuals, creation and release of support documents, and writing copy for brochures

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, writing and editing web site materials, updating web site product catalogs, 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, Inc.** 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
- 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, such as white papers and articles, application notes, data sheets, and training presentations

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), proofing documentation, and writing and implementing ECOs
- Maintained engineering technical library and the schematic parts libraries (ORCAD)
- Supported manufacturing documentation control by performing such tasks as filling in as administrator of the ECO board, filling documentation requests, and verifying ECOs

Production Technician (1988 - 1994)

- Conducted troubleshooting and repair of high-speed system hardware and printed circuit boards to the component level and prepared equipment documentation such as 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
 - Web Design and Development Certificate
 - Technical Writing Certificate
- University of Lowell, College of Engineering
 - Bachelor of Science, Electrical Engineering
- Middlesex Community College Continuing Education - Courses: Electrical/Electronic Drafting, Electrical/Electronic Components, Mechanical Drafting

TECHNICAL SKILLS

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

Proficient: Microsoft Office (Word, PowerPoint, Excel, and Visio), 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, bug tracking software, Visio, Apple computers, Co-Create Modeling, LaTeX, Factory Logix