Jeannie Flaherty

Technical Writer

Experience

2018-02 - present

Technical Writer
Pathway Vet Alliance - IT
- Analyze existing and potential content, focusing on reuse and single-sourcing opportunities
- Design flowcharts for process and organizational planning
- Produce high-quality documentation, appropriate for its intended audience
- Engage SME's in process planning, documentation and transparency
- Engage and work with internal teams on product and documentation requirements
- Write easy-to-understand user process, diagrams, interface text, online help and developer guides as needed
- Create tutorials to help end-users use a variety of applications
- Create and maintain the information architecture
- Recommend software tools required to complete job function

2014 - 2018-06

Office Administrator/Trainer
DePaw Dog Sports, Leander, Texas
- Heavy use of G Suite for developing streamlined processes, documentation, and email templates for workflow and customer acquisition process
- Flowchart and SOP's written to allow continuity among staff
- Use of Sketch, Pages, and knowledge of UI for email templates and flyers
- Technical Documentation

2014 - 2017

Senior Clinician
Cranial Technologies, Austin, Texas
- Provided education to 100+ employees via Webinars with use of Microsoft Office and PowerPoint
- Produced written instructions on the use, care, and maintenance of the DOC Band
- Use of SharePoint for document organization and corporate communication

2014 - 2014

Senior Orthotist
University of Virginia, Charlottesville, Virginia
- Evaluated, designed, fabricated and followed the fit/function of a variety of orthotic devices
- Developed and translated documentation (using Google Translate) for full inclusion of patient population

1999 - 2013

Staff Orthotist
Shriners Hospital for Children, Houston, Texas
- Prepared resource documentation for transitional program with client reading level consideration
- Researched and developed protocol for the post operative pectoral orthosis
- Primary researcher for the efficacy of orthopedic device
- Delivered presentation of research to a national conference
- Scientific and technical documentation

Education

2017

The University of Texas, Human Dimensions of Organizations, MA
- Gain leadership skills to solve people oriented problems
- Develop skills to connect people, regardless of age and culture
- Understand how and why the people in an organization behave and work the way they do
- Discern the root causes of why businesses function effectively, and why they often do not

2017

The University of Texas, Full Stack Web Development, Certificate
- Familiar with front and back end technologies: HTML5, CSS3, Bootstrap, JavaScript, Responsive Design
- Markdown Language
- Understanding of visual principles: UI/UX

1993

Northern Arizona University, Dual Degree, BS/BGS
- Bachelor of Science: Zoology
- Bachelor of General Studies: Computer Science

Personal Info

Address
12003 Grey Rock Ln, Austin, Texas 78750

Phone
737.222.0016

E-mail
jflaherty@utexas.edu

Writing Website
http://jflahertydesigns.com

Skills

Research

SmartDraw/Visio

Process Documentation

Document Management

Project Management

Writing for Target Audience

Organization and Analysis

Markdown Language

Flowcharts

Editing

G Suite

Microsoft Office - Excel, Word, SharePoint

Document Control - Confluence/GitHub/SharePoint

Adobe Creative Tools

Visual Design

UI/UX

DITA

HTML, CSS, JavaScript

Mac Systems

Agile Environment