

# Frances E. Edmonds

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**OBJECTIVE:** Use my Technical Writing experience and skills to help a company meet its business goals.

**CLEARANCE:** Full Background Investigation – Public Trust is current as of 2010.

**SUMMARY:** Experienced Technical Writer with extensive work in researching, developing, and managing projects for technical documentation and training in an IT environment. Software skills include Microsoft Office Suite, Adobe Acrobat, MadCap Flare, TechSmith Snagit, TechSmith Jing, TechSmith Camtasia Studio, Cisco WebEx, Open Text Artesia, and Author-it.

Proven ability to:

- Communicate effectively verbally and in writing with users of varying levels of technical expertise.
- Produce output in media type best suited for users.
- Project manage multiple simultaneous technical projects to complete projects by due dates.
- Work cooperatively with subject matter experts, developers, and users.

## EXPERIENCE:

**Serco – North America**, Reston, VA

**9/09 – 3/10**

Serco – North America provides contracting services for the United States government.

### Technical Writer II

Researched, wrote, and edited user documentation in Word and HTML for products to support Serco – North America's contract with the Pension Benefit Guaranty Corporation in Washington, DC.

- Researched and wrote user documentation for two applications.
- Edited user documentation for three applications.

**Feld Entertainment, Inc.**, Vienna, VA

**7/06 – 1/09**

Feld Entertainment, Inc. owns both the Ringling Bros. and Barnum & Bailey circus and Feld Entertainment Motor Sports. Feld Entertainment, Inc. produces Disney ice shows and Disney stage shows.

### Technical Writer

Researched and produced documentation and training in Word, HTML, and PDF for products to support Feld's domestic and international business needs. Uploaded output on to Feld's SharePoint site.

- Established Feld standards for online documentation and for training documentation. Standards were in accordance with Microsoft style guides and Feld needs.
- Developed and maintained online help documentation for seven internal applications.
- Researched and wrote user documentation for three external applications.
- Wrote 14 Feld-specific training courses.
- Recorded, edited, and produced two Feld-specific training videos.

**B.P.I.**, Sterling, VA

**6/01 – 6/02**

B.P.I. owned the Ashburn Bagel Shop in Ashburn, VA from June 2001 through June 2002.

### Co-owner

Managed operations and staffing.

- Managed counter sales, staffing, recruitment, and benefits.
- Assisted in the marketing and sale of extra assets.

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**Gaylord Brothers, Inc.**, Syracuse, NY

**1/94 – 3/95**

Gaylord Brothers, Inc. sells supplies and services to libraries.

**Data Conversion Specialist (Independent Contractor)**

Produced and maintained online databases for 16 customers according to customer specifications.

Performed work independently at a remote location. Completed work on time.

- Created new records based on research.
- Evaluated accuracy of existing records.

**Wang Laboratories, Inc.**, Research & Development, Lowell, MA

**4/88 – 12/89**

Wang Laboratories, Inc. produced computer hardware and software. The Research & Development division developed new products.

**Technical Writer**

Researched and wrote documentation for hardware products and for Wang's imaging software.

**Wang Laboratories, Inc.**, Manufacturing Quality & Reliability Assurance, Lowell, MA

**5/84 – 4/87**

Wang Laboratories, Inc. produced computer hardware and software. The Manufacturing Quality & Reliability Assurance division improved quality in the Wang Laboratories, Inc. manufacturing process.

**Senior Technical Writer**

Researched and wrote documentation for Wang's manufacturing operations.

**BayBanks Data Services, Inc.**, Waltham, MA

**12/80 – 4/84**

BayBanks Data Services, Inc. provided IT services for the 12 banks in the BayBanks network in New England.

**Technical Writer**

Researched and wrote documentation for the IT departments of the BayBanks banks.

**VOLUNTEER EXPERIENCE:**

**United States Air Force Academy Parents' Association of the National Capital Area**

**7/05 – 12/09**

**Webmaster and Vice President**

- Redesigned and maintained website.
- Coordinated formal military events for up to 300 attendees.

**EDUCATION:**

**Learning Tree International**, Reston, VA

**2008**

Writing for the Web

**Syracuse University**, Syracuse, NY

**1980**

Bachelor of Arts in English

**PROFESSIONAL SOCIETY:**

**Member, Society for Technical Communication**