ANNI SIMPSON

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**OBJECTIVE** To write/edit technical documentation in the technology, gaming, or medicine.

**PROFESSIONAL Red Hat** *Raleigh, NC*

**EXPERIENCE *Technical Writer II*** *2016-present*

* Collaborated to develop a new product page for Red Hat Subscription Management (RHSM);
* Authored knowledge base articles and an FAQ to prepare customers to migrate to RHSM;
* Authored solution knowledge base articles about APIs in RHSM;
* Lead a project to change the way key words and search worked on the back end of the Customer Portal to improve the return of relevant search results.

 **IBM** *Durham, NC*

***Information Developer*** *2015-2016*

* Authored new DITA topics for Maximo Spatial Management and Maximo Asset Management;
* Authored new technotes for Maximo Asset Management related to application bugs, workarounds, and update releases;
* Updated the guided demo for new TRIRIGA (SaaS) customers in three languages (German, French, Russian);
* Authored flowcharts for Maximo processes for InterConnect 2016.

**Troppus Software Corporation** *Superior, CO*

 ***Associate Technical Writer*, Engineering** *2011 – 2015*

* Authored the company style guide in the absence of an existing guide;
* Authored setup and troubleshooting content;
* Managed Sling Media knowledge base initiative where all Sling Media content was transferred to our back end;
* Spearheaded the development of the first internal style guide.

**EDUCATION North Carolina State University** *Raleigh, NC*Technical Communications M.S. 3.8 GPA

**University of North Carolina at Charlotte** *Charlotte, NC*English, Technical Writing B.A.3.4 GPA

**AWARDS** CES 2014’s “Product Innovation Award” to the Symbi team.

 The DSA production of *The Laramie Project*.

**PROFICIENCY** HTML, CSS, XML, DITA;

Expression Engine, WordPress, Drupal;

Trello, Mingle;

Adobe InDesign, Scribus, and Quark;

 Adobe Photoshop, Snagit, and GIMP;

 Camtasia Studio;

 Microsoft Office, Libre Office, LyX, and OpenOffice.org;

 Simplified Technical English.

**MISC.** Helped develop gaming blog, [Player Theory](http://www.playertheory.com/), with my husband. I edit PT

for spelling, grammar, correctness, consistency, and AP style guide adherence.