ANNI BOND

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**OBJECTIVE** To write/edit technical documentation in the technology industry – particularly Linux or gaming.

**EXPERIENCE Red Hat** *Raleigh, NC*

***Technical Writer II*, Customer Portal** 2016 – Present

* Developed a new product page for Red Hat Subscription Management on the Red Hat Customer Portal;
* Co-authored standards for using minimalism in technical writing and worked with senior editors to implement them at Red Hat;
* Published article on opensource.com on editing using technical writing minimalism standards;
* On-boarded new employee who was hired to also write for Red Hat Subscription Management entitlement tools;
* Published knowledge articles on access.redhat.com on troubleshooting and using the Red Hat Subscription Management tool.

**IBM** *Durham, NC*

***Information Developer*, Internet of Things**2015 – 2016

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

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

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

* Created new technical content for the premium tech support application, Symbi.
* Spearheaded an initiative to convert content from Sling Media’s knowledge base to Symbi’s CMS;
* Spearheaded the development of the first internal style guide;
* Tested features, bugs, and fixes in the development tools in DEV and STAGE. Wrote bug reports for issues.

**EDUCATION North Carolina State University** *Raleigh, NC*Technical Communications M.S. 3.7 GPA  
  
**University of North Carolina at Charlotte** *Charlotte, NC*English, Technical Writing B.A.3.4 GPA

**AWARDS** 2014Bronze Stevie Award for “[Sales or Customer Service Solutions](http://www.stevieawards.com/pubs/sales/awards/426_2281_24735.cfm)” to the Symbi Team.

CES 2014’s “[Product Innovation Award](http://www.echostar.com/NewsEvents/PressReleases/PressRelease.aspx?prid=1008)” to the Symbi team.  
“Outstanding Section Editor Award” from UNC Charlotte Student Media, 2009 and 2010.

“Certificate of Appreciation Service Award” from UNC Charlotte Student

Media, 2009 and 2010.

Chancellor’s List (GPA of 3.8+) at UNC Charlotte, 2009 and 2011.

“[Valor Award](http://www.indyweek.com/indyweek/valor-award-dsas-the-laramie-project/Content?oid=1195187)” from The Independent Weekly for doing soundboard

work on *The Laramie Project*, 2005.