

Liz Casey

Senior Technical Writer, Copywriter, Journalist, Creative Writer, Editor

Accomplished, personable, and highly effective writing professional with over 15 years of experience in technological, creative, and marketing and sales communications, using industry-standard publishing and graphics tools. Strengths include: consistently providing high-quality, clear, compelling, and accurate content, on time and under budget. Services include: technical writing, copywriting, freelance articles, creative writing, marketing communications, sales copy, and labor-law documentation for a diverse range of audiences and usages.

Software Skills

- FrameMaker
- MS Office
- Adobe Acrobat
- Adobe Illustrator
- MS Visio
- SnagIt
- UNIX
- Linux
- RoboHelp/AuthorIT
- Confluence Wiki/SharePoint
- SQL/CRM/ Citrix Server
- Camtasia Studio

Professional Experience

2011 – Present. Nimsoft/CA Technologies, Inc. - Redwood City, CA Senior Technical Writer (Telecommute); IT SaaS Platform Software

Writing original Web service (SOAP, REST), API, training, reference, and user documentation to support developers (in an agile environment) in building, configuring and managing ITMaaS systems on the SaaS Platform.

Results: My documentation enables engineers to understand the architecture and implementation of the SaaS Platform and makes it possible for them to consistently improve Platform features, usability, and performance for our customers.

2011 – 2011. Apollo Group - Phoenix, AZ Contract Technical Writer (On-site & Telecommute); IT & Education Software

Created an all-new set of developer documentation (in an agile environment) to help external and internal programmers access and configure APIs for integrating with the SAAS platform.

Results: My content guided engineers in understanding, building, and improving the SaaS Platform features and functions, so they could build stronger, user-friendly solutions. Because I completed my deliverables consistently ahead of schedule and under budget, I took on dozens of additional writing projects to support my writing team as well.

2010 – 2011. Disney Interactive Studios - Salt Lake City, UT Contract Technical Writer (On-site & Telecommute); Video Game Software

Wrote video game software documentation for engineering teams. Documents include: architecture, reference, trouble-shooting, verification, templates, corporate style guide, best practices, proposals, and user documentation for over 50 software tools, both external and internal.

Results: My writing was instrumental in helping cross-functional teams understand their role in shaping an entire product and understand how their actions affected other development areas.

Gaining this insight led to greater collaboration between departments and tighter development practices.

2007 – 2010. Perquest, Inc. - Oakland, CA

Senior Technical Writer & Editor (Telecommute); Payroll & Accounting Software

Wrote 21 (all-new) payroll operations, IT training, and user manuals to support Sales Agents, Operations, IT, Marketing, and Implementation teams and produced context-sensitive help for end users of the SaaS Payroll portal.

Results: My content helped end-users of the payroll portal quickly learn the tool and perform payroll tasks. I also supported over 100 engineers, sales agents, IT, and operations personnel.

**2006 – 2012. ButterFat Writing Services, Inc./Employee Manuals Plus - Anywhere, USA
Principal, Freelance Copy Writer, & Technical Writer (Telecommute); Writing, Editing, & Graphics**

Wrote copy, technical, marketing, training, and sales collateral, plus labor-law-compliant employee, operations, and policies handbooks.

Results: My writing helped over 120 clients, in a wide variety of industries, gain market share, improve corporate communications, strengthen their brands, and run compliant businesses.

2005 – 2006. Mendocino Software, Inc. - Fremont, CA

Senior Technical Writer (On-site & Telecommute); Data Recovery & Storage Software

Wrote 15 (all-new) architecture, user, and reference manuals.

Results: My documentation was crucial in educating partner OEM businesses in the design and function of the tools so they could effectively market to their customers.

2004 – 2005. Altera Corporation - San Jose, CA

Contract Technical Writer & Editor (On-site); FPGA & Semiconducting Software

Wrote, edited, and formatted, 12 megafunction user guides.

Results: My content helped engineers make numerous product improvements and strengthen their technical support efforts, which resulted in a significant drop in support calls.

2001 – 2004. Cadence Design Systems, Inc. - San Jose, CA

Senior Technical Writer (On-site & Telecommute); Integrated Circuit Testing Software

Wrote original developer and user documentation for physical verification tools.

Results: My documentation helped engineering end-users to understand and comply with the design rules necessary for optimal integrated circuit design and fabrication.

1999 – 2000. Haptek, Inc. - Santa Cruz, CA

Technical Writer/Technical Support (On-site); Graphics Software

Wrote original online user manuals for graphic-based, digital entertainment software.

Results: My writing helped clients effectively use advanced features of the software to author and publish their own animations.

1999 – 1999. Entelos, Inc. - Menlo Park, CA

Contract Technical Writer (Telecommute); Medical Disease Modeling Software

Wrote reference and user documentation for a virtual disease-modeling software.

Results: My content helped the writing team meet several crucial release deadlines.

1998 – 1998. Cadence Design Systems, Inc. - San Jose, CA

Technical Writer Internship (On-site); Integrated Circuit Testing Software

Edited and refined existing documentation for integrated circuit testing software.

Results: My efforts helped the writing team finish final production tasks for a software release ahead of schedule.