Marisa Pruss   Technical Writer

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Skills Summary

Exceptional writing and editing skills, including significant experience developing marketing communications, sales support materials, internal communications, trade journal articles, technical manuals, and instructional design materials. Experience with a variety of publishing, web development, graphics , and online help tools, including: Word, PowerPoint, Dreamweaver, Paint Shop Pro, RoboHELP, HTML Help, Web Help, Excel, and Visio.

Professional Experience

Senior Technical Writer, 4-Clarity Consulting, Atlanta, GA   2012 - Present
- Write and edit documents for various clients, including customer-facing fact sheets, brochures, presentations, case studies, email campaigns, white papers, and instruction guides as well as internal communications such as articles, announcements, and leadership messages.
- Design, develop, and maintain websites and write website content for various clients.

Senior Technical Writer, GE Energy, Atlanta, GA   2002 - 2012
- Wrote and edited sales- and marketing-related articles for various GE-internal publications, articles for trade journals, and various types of marketing product and service collateral.
- Designed and developed comprehensive context-sensitive Web Help for GE Power Systems internal product tracking intranet application.

Information Management Consultant, Various clients   1999-2001
- Designed and developed user and system administration guides, training guides, PowerPoint presentations, and Windows Help for telecommunication connectivity application.
- Created comprehensive context-sensitive Web Help for various applications.
- Designed, developed, and maintained informational Websites for several small companies.

Online Help Team Lead/Technical Writer, Manhattan Associates Inc., Atlanta, GA   1998-1999
- Team leader responsible for the design and development of online HTML Help and printed documentation for warehouse management applications on multiple platforms.
- Helped define standards for new documentation department, including creation of comprehensive style guide, HTML style sheets, and HTML Help development guidelines.

User Support Consultant, User Technology Services, Inc., Atlanta, GA   1995-1998
- Created customized training courses, online reference and performance support systems, and user documentation for various ERP software applications.
- Conducted audience and needs analyses and delivered customized training courses.

Technical Writer, Byers Engineering Company (now eQuorum), Atlanta, GA   1992-1994
- Produced print and online system guides, internal programming documentation, and internal and customer training courses and workbooks for CAD plotting applications.
- Aided in designing graphical user interfaces for new software releases.

Education

M.S. Industrial Engineering, Georgia Institute of Technology

B.S. Industrial Engineering, Georgia Institute of Technology

Other Courses and Seminars
Web Design Courses (Kennesaw State University) ♦ WinWriters Conference ♦ Software Testing Strategies and GUI Design ♦ Process, Data, and Event Modeling