Karen M. Beesley

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PROFESSIONAL SUMMARY

NC State graduate with bachelor's degree in computer science, Professional Writing Certificate, five years' technical writing experience, and ten years' programming experience seeking position as technical writer.

EDUCATION

NORTH CAROLINA STATE UNIVERSITY

Professional Writing Certificate Program
GPA: 4.0

Bachelor of Science, Computer Science
GPA: 3.6, graduated Magna Cum Laude

SKILLS

Technical Writing: Five years' technical writing at two companies; MS Word, Excel, Visio, and Adobe Acrobat; ability to assess and write to the skill level of the audience; experience with style guides; experience with software development life cycle; structured topic-based authoring; experience with technical writing principles and conventions; familiarity with Markdown syntax; clear, concise writing ability; strong grammar; experience designing/organizing original documentation

Computer:
Experienced with: MS Office, Google Docs, Paint.net, MS Movie Maker, Amara Subtitling software, HTML5, CSS3, Visual Studio Code, Canva, Paint 3D, S/370 and 3725 assembler languages, IBM PL3, Wix Editor, some JavaScript, development experience with enterprise software / Systems Network Architecture (SNA) for mainframes, defect-tracking systems.

Understanding of: Git, GitHub, and Agile processes; open-source concepts; CI/CD pipelines; Markdown syntax; software publishing tools: Wix, WordPress

Interpersonal: Excellent written and verbal communication skills in English; strong attention to detail; proven record writing procedural guides; ability to collaborate and work well on a team, completing tasks and contributing to achievement of team goals; demonstrated success leading projects and taking accountability for prioritization, execution, and success; strong time-management skills; self-motivated; ability to prioritize tasks and work in a fast-paced environment, work in a global environment, follow through on commitments, and proactively engage subject matter experts in research and planning

EXPERIENCE

TECHNICAL WRITER / KNIGHT FEDERAL SOLUTIONS, INC
2022 - Current

Proposal Writer: Wrote technical approach in bids for many Federal contracts requiring IT, cybersecurity, and network design skills; wrote technical section for the company's first major prime contract award; prioritized and delivered customer-focused documentation; followed established processes; worked with SMEs to improve accuracy of content; responded to Government Requests for Information (RFIs) and provided teaming partners with writing contributions for proposals; reviewed submitted proposals and customer feedback to foster continuous development; researched products and gathered related technical information

Documentation Specialist: Wrote documents detailing work performed for current or recent Federal Government contracts; wrote customer-facing documentation for the Government including technical medical

simulation how-to manual, concept of operations (CONOPS) plan, and PowerPoint slides; wrote internal ISO process documents for initial certification; updated/edited the company handbook

COMPUTER PROGRAMMER & TECHNICAL WRITER / IBM
10 years

Technical Writer: Owned and maintained IBM Redbook installation guide for multiple OS/2 products

Programmer: Developed software for Virtual Telecommunications Access Method (VTAM), which uses Systems Network Architecture; Wrote code for 3725 and System/370 machines; developer for Network Control Program (NCP)

Usability Testing Coordinator: Honed public relations, team leader, project management, and communications skills while leading usability testing with Hershey's and other IBM customers; designed, implemented, collected data, and worked with SMEs to incorporate changes on the first-ever VTAM usability test

Customer Advocate: Served as a customer advocate for International Paper, JC Penney, Sears, and other IBM clients during beta testing

Instructor: Taught new-feature VTAM usage and syntax to U.S. and Japanese customers in Chicago, Tampa and Research Triangle Park, North Carolina, and to international European clients in London

ACADEMIC

Website Developer: Created a web page using HTML5, CSS3, and Visual Studio Code

Technical Writer: Wrote online User Guide documentation for Epic Game's Fortnite Creative game which included audience analysis, interviews with Epic Games employees, team collaboration, creating a template, writing the final document, peer and SME reviews, and usability test planning; created infographic using Canva; created personal portfolio website using Wix editor and JavaScript

EDITOR

Book: Edited *Rethinking Our Story: Can We Be Christian in the Quantum Era?* By Doug Hammack, published 2014, Resource Publications

TEACHER AND EDUCATIONAL PLANNER
10 years

Curriculum Designer: Planned and taught K-12 subjects including history, math, reading, writing, literature, spelling, grammar, Algebra I and II, geometry and trigonometry

Event Coordinator: Organized field trips for up to 100 students such as Ancient Greek Olympic Field Day, snow skiing in West Virginia, dances and nature hikes

Instructional Recruiter: Coordinated expert instructors to teach piano, Spanish, and other subjects in our home, including a college-level computer programming class taught by a UNC graduate student teacher, and Survival Skills, taught by a North Carolina Museum of Natural Sciences expert

Math Olympiad Coach: Introduced 4th through 6th graders to problem solving skills

VOLUNTEER
15 years, various organizations

Meal Provider: Partnered with Meals on Wheels to deliver hot meals to seniors on Sundays, Inter-Faith Food Shuttle, Family Promise of Wake County, Rise Against Hunger, N.C. Food Bank, Free lunch program for area shelters and assistance organizations

Other: Assisted Habitat for Humanity in building three houses including subfloors, framing, windows, siding, interior trim and deck building; Animal Protection Society of Durham; Family Promise; hurricane relief; local parks