

# Karen M. Beesley

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Wake Forest, NC

## 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; experienced in software development life cycle; structured-topic based authoring

**Computer:** 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, experience with defect-tracking systems, familiarity with version control systems and Agile processes; familiarity with Open Source concepts

**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; self-motivated; ability to prioritize tasks and work in a fast-paced environment; ability to work in a global environment; ability to follow through on commitments; ability to proactively engage subject matter experts; demonstrated success leading projects and taking accountability for prioritization, execution, and success

## 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; reviewed submitted proposals and customer feedback to foster continuous development; researched products and gathered related technical information

**Documentation Specialist:** Wrote over 30 documents, each detailing work performed for current or recent Federal Government contracts; assisted with ISO, company handbook, and other documentation

### **COMPUTER PROGRAMMER & TECHNICAL WRITER / IBM**

10 years

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

**Programmer:** Developer of Virtual Telecommunications Access Method, which uses Systems Networking Architecture; Wrote code for 3725 and System/370 machines; developer for Network Control Program

**Usability Testing Coordinator:** Honed public relations and communications skills while leading usability testing with Hershey's and other IBM customers

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

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

## ACADEMIC

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

**Technical Writer:** User Guide documentation for Epic Game's Fortnite Creative game; 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:** *Rethinking Our Story: Can We Be Christian in the Quantum Era?* By Doug Hammack, published 2014, Resource Publications

**Subtitles:** *The Best Mantra* and other videos using Amara Subtitling software, fall, 2018

**Movie:** Ad for a fundraiser for Help One Now Haiti Relief Fund using Microsoft Movie Maker, 2015

## 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 4<sup>th</sup> through 6<sup>th</sup> 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:** Habitat for Humanity – assisted in building three houses including subfloors, framing, windows, siding, interior trim and built a deck; Animal Protection Society of Durham; Family Promise; hurricane relief; local parks