

Monica D. Nelson

(402) 867-2223, Cell (402) 350-1814
121 Iowa Street, PO Box 44
Murdock, NE 68407

MDIN@technicator.com
www.technicator.com

Professional Profile

Technical writer, technical communicator

Qualifications

Writing, Editing, and Document Development

- **Developed** user manuals, white papers and other technical documentation for Internet optimization dot com.
- **Wrote** user manuals, internal reference manuals, and other technical documentation. Created **Visio** flowcharts and participated in management strategy meetings.
- Composed **user documentation** including MIS Operations Manual, Davox Manual, Telecom Analyst Procedures Manual and UMMG Telecredit Manual.
- **Originated** and **maintained** instruction sheets, company documentation, and operations and technical manuals as **Documentation Specialist** in the MIS Department of a specialized credit card provider.
- **Wrote** procedures manual for small office administrative assistant desk and instructional manual covering audit letter procedures.
- **Published** op-ed column for Northglenn-Thornton (Colorado) Sentinel.

Creative Communications

- Provided clients (real estate agents) with **writing, creative promotional materials, photography, and advice as image/brand consultant.**
- Created elaborate Visio drawings for **business processes, organizational charts and floor plans.**
- **Developed** promotional materials and eye-appealing visual aids for **entrepreneurial venture.**
- **Taught** reading skills, grammar and GED preparation to adult learners.
- Assisted public relations director of large law firm in **writing, editing, and proofreading** press releases and other

marketing materials.

Research, Analysis, Planning and Organization

- **Researched background** and **interviewed** subject matter experts to gather information pertinent to document creation for several companies.
- Developed **good verbal communication** mediating between clients, staff and supervisors; exercised ability to **obtain needed information** and **translate** that information to a wide variety of audiences.
- **Investigated** various topics and wrote numerous articles for Internet publication on a wide variety of websites.

Strategic Thinking, Project Management, Executive Level Decision-Making

- Participated in the **interview** and **decision process** for an additional Documentation Specialist. **Educated** new employee in position.
- Applied **teamwork skills** to systems analysis group project to bring about practical solution to a business problem.
- **Co-owner** in a light manufacturing facility specializing in environment-friendly tools for the trucking industry. Duties included sales and marketing, accounting, business operations, public relations, supervisory duties, project management, etc.

Work History	Co-owner, small business	McNel Company, L.L.C.	5/2005 - Present
	Branding/Image Consultant, Freelance Writer	Self-employed	3/2001 - 5/2005
	Technical Writer	Circadence	5/2000 - 3/2001
	Documentation Specialist	United Membership Marketing Group	11/1998 - 5/2000

Prior work experience available upon request.

Education	Graduate Certificate in Advanced Computer Programming, University of Denver (GPA 3.567) - June 1996
	Bachelor of Science—Business Administration, Finance Major, Economics Minor Regis University (GPA 3.864) - May 1992