

Experience

Feb. 2009 – Present **Blue Coat Systems, Inc.** Sunnyvale, CA
Intern, Technical Publications Department

- Updated ProxySG release notes for public release.
- Researched and rewrote internal manual for creating installer files. Shortened process by more than one-third.
- Edited, arranged, and created layout for department newsletter with Adobe InDesign and Microsoft Publisher.
- Developed searchable web pages containing MIB informational files for public release.

Mar. 2008 – Present **Australian Products Co.** San Jose, CA
Store Administrator/Graphic Artist/Editor

- Created, updated, and streamlined training and procedural manuals for in-store use.
- Created art for shirts, balloons, napkins, and more in Adobe Photoshop and Illustrator.
- Created multiple email and web campaigns in Adobe Dreamweaver.
- Coordinated the purchase orders, invoices, and clearance codes for container shipments.

Nov. 2006 – Mar. 2008 **Barnes & Noble** San Jose, CA
Head Cashier/Community Relations Mgr.

- Maintained proper cash office procedures during opening and closing shifts.
- Wrote announcements promoting membership program, gift cards, and other services throughout Christmas season.
- Scheduled and publicized bookfairs with local schools and groups.

Aug. 2003 – Nov. 2006 **Milpitas High School** Milpitas, CA
English Teacher

- Developed and implemented curriculum for 10th, 11th, and 12th grade students according to state standards.
- Coordinated two field trips per year with the rest of the Academy.
- Supervised student fundraisers by monitoring incoming orders and coordinating with fundraising supplier.
- Designed initial Academy web site and managed promotion of annual Silent Auction through print and electronic media.
- Participated in BTSA, MHS Literary Magazine, and Spring Show 2005 & 2006.

Education

B.A. in English, San Jose State University, San Jose, CA: 12/2001
Certificate in Technical Writing, De Anza College, Cupertino, CA: 06/2009

Relevant Skills

Software: Microsoft Word, Excel, PowerPoint, Outlook, Publisher (2003 & 2007). Adobe Photoshop, Illustrator, InDesign, Dreamweaver (CS3 & CS4). Adobe Framemaker 7.2. Search Maker Pro. Tarma Installer. Quark Xpress 7.0.

Writing: Tone, clarity, consistency. Modern Language Association (MLA) standards.