

Whirlpool Corporation**Saint Joseph, MI****August 2016 - present**

Technical Publications Analyst - Cooking Engineering GPO & Product Development
Previously Project Management Analyst

- Interpreted and acted upon Engineering Changes and utilized systems such as Windchill and SAP
- Develop and modify all aspects of product literature for Cooking products marketed in North America, Canada, and globally. Included but not limited to User Instructions, Installation Instructions, Tech Sheets, Wiring Diagrams and Product Labels
- Assist in developing user documentation and departmental policies and procedures
- Collaborate with Marketing to support creation of POP labels
- Ability to review documentation to ensure technical accuracy, compliance, or completeness, and to communicate any risks
- Adhere to codes standards and requirements - ANSI, UL, and CSA
- Provide technical training, guidance, and resource support for end users and departmental staff
- Work with cross-functional team members (Engineering, Consumer Usability, Safety, Codes, Graphics Supplier, Procurement, Marketing, Service, etc.)
- Drove collaboration between cross-functional team members to meet deadlines
- Understand the concepts of project planning and project management techniques to define a work plan and divide tasks/responsibilities between projects taking into account priorities, milestones and results to be achieved
- Ability to manage multiple projects and adapt to changing priorities during product testing and development
- Ability to thrive in a fast-paced, team-oriented work environment; Strong analytical thinking and problem solving skills
- Understand and document business processes and priorities; identify and address unmet opportunities and areas that need improvement
- Support engineering projects from concept through production

Michigan Technological Center for Technology & Training Houghton, MI**May 2016 - August 2016**

Technical Writer

- Collaborated with civil engineers, software developers, and technical writers to develop documentation about road conditions
- Utilized technical writing and communication to collaborate with engineers to document processes and develop reports
- Integrated technical processes in a simplified and easy to understand way
- Problem solved and researched ways to increase usability and clarity of publications

Finlandia University Marketing & Communication**Hancock, MI****January 2016 - May 2016**

Web Content Intern

- Completed all data migration of all former website content into manageable folders and translated and transferred the new content into the new website format using WordPress
- Created, reviewed, and categorized new content for the university website to improve usability and clarity
- Helped promote university brand image through design and communication by creating posters and university website content
- Worked cross-functionally with a team of faculty and staff to complete initiatives in a timely manner and improve communication across departments
- Worked with Lake Effect Associates of Traverse City
- Worked with sitemaps and page layouts
- Supported efforts to improve the websites search engine, visual aesthetics, and mobile usability
- Utilized Google analytics, SEO, to improve the website's usability

Michigan Technological Athletics & Career Services**Houghton, MI****September 2015 - May 2016**

Graphic Designer

- Developed brochures, posters, ads, and other marketing materials to promote events, discounts, and promotions
- Created content for video board, electronic signage, social media, display cases, bulletin boards, website, and print
- Created promotional marketing materials for job opportunities offered to students
- Developed informational pieces to highlight important events during Career Fair, featured job opportunities, and professional advancement

Leadership, Volunteering, & Learning Experiences

- Continuous Improvement / Lean Experience
- Supported interviewing process with KitchenAid small appliances for technical publications position
- Supported interviewing process for Cooking technical publications position
- Supported training for multiple contract technical publications positions
- Engaged with the YPN (Young Professionals Network) and volunteered at the Senior PGA to give back to the community
- Volunteered at the 5th Annual RACERS Rescue Run 5k to honor Veterans
- Volunteered at Barbells for Boobs events to help fundraise for women to receive free mammograms
- Active member of the Edgewater ERT (Emergency Response Team)
- Participated in RAD Self Defense Training through ERT
- Supported the Whirlpool Women's Network by contributing to the Lifeline Meal Packing and 7 Chances to Serve on MLK Day

Education

Michigan Technological University
Scientific and Technical Communication BS
Focus: Medical Writing
January 2013 - December 2015
College of Sciences & Arts

Lansing Community College
August 2011 - December 2012

Computer Skills*Software*

Adobe Dreamweaver, Adobe FrameMaker, Adobe Illustrator, Adobe InDesign, Adobe Photoshop
SAP (Systems, Applications, and Products)
PTC WindChill
ArborText Editor
Audacity
Contenta (SDL cCMS)
Gimp Shop

Content Management System

WordPress, Wix, Weebly

Operating System

Microsoft Windows
Mac OS
Google Suite

Programming Languages

CSS +, HTML, JAVA, VBA, XML