

# Audrey Whitman

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## Objective

To secure a position which will allow me to continue my graduate education and will utilize my prior experience in technical writing, research, or computing.

## Education

Carnegie Mellon University, May 2004  
B.S. in Technical Writing & Communications (Minor in Multimedia Development)  
Georgia Institute of Technology, Ongoing  
M.S. in Digital Media

## Skills

Familiar With:

C, C++, Java, Processing, HTML, JavaScript, CSS, PHP, MySQL, PageMaker, QuarkXpress 7, SPARC/Unix platforms, CodeWarrior IDE, Processing, MINTTAB, After Effects, Pro Tools, FrameMaker, Autodesk Maya, & ColdFusion

Experienced With:

PC, & Mac platforms, InDesign, Dreamweaver MX, Fireworks MX, Flash MX, Captivate, Flare, Photoshop, Director, MS Office (PowerPoint, Word, Excel, etc), Illustrator, RoboHelp, MadCap Flare, & various other documentation tools

## Work Experience

Patient Care Technologies, Inc Technical Writer  
Wrote and maintained client documentation for legacy product; participated in the redesign of several internal and external websites for company and client use; reviewed and revised proposed designs; managed and produced nearly all release-related documentation from 2005-2008; attended monthly meetings to review client software requests; began a long-running project to 'Document the Production Process'.  
Sept 2004 to April 2008

Carnegie Mellon University: Electrical and Computer Engineering Department User Consultant  
Assisted users of the Electrical and Computer Engineering Cluster with basic computer functions, performed basic maintenance on the machines and the cluster printer, enforced cluster policies, and provided instruction on the use of SPARC/Unix platform machines.  
Jan-May & Aug-Dec 2003, Jan-May 2004

Carnegie Mellon University: Computing Services Help Desk Student Consultant  
Provided customer service through phone, email, voicemail, and individual assistance for computer and other technical difficulties (including email, computer networking and registration) as well as addressed issues of network abuse, account status, and virus & spam control.  
May-Aug 2003

Carnegie Mellon University: Various Libraries Student Librarian  
Prepared journals for binding, communicated with library personnel about shipment pick-ups and deliveries, provided research assistance for library patrons, maintained periodicals, assisted in periodical archival processes, shelved materials, found and prepared ILL materials, made inter-library deliveries, and provided other customer support.  
May-Dec 2002, May-Aug 2000

## Classroom Experience

Independent Undergraduate Study  
Worked with a chosen advisor in producing a journal-ready literature review on the current and potential uses of intelligent agents within the context of K-12 special education, focusing on the efficacy of their use.  
Jan-May 2004

Instructional Design  
Worked with the Astro-E2 team (NASA's HEASARC) to re-design their educational website, within the subgroup that revised and expanded their instructional activities to meet the educational needs of their intended audience.  
Jan-May 2004

Engineering Design Projects  
Served as proposal writer, primary interface designer, and communications liaison between our sponsor company (Cutler Hammer) and our design team. Directed user testing of the PowerPDA software (produced by Cutler Hammer) and developed a proposal for redesigning the software to better align with the needs of their clients.  
Aug-Dec 2003