

CHRISTIE L. HOLLIDAY

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CAREER PROFILE

- Technical communicator and manager in the IT industry with a high degree of mechanical reasoning
 - Background in graphic and web design that translates into advanced, thorough online help systems
 - Regional award-winning project management writer and arts grant writer
 - Financial and FDA compliance documentation experience
 - Former business owner providing web design and pre-press book services
 - Chamber of Commerce President with an extensive background in community volunteer efforts
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EDUCATION

- BA in English with a concentration in Professional and Technical Writing, Minor in Web Design – University of South Florida – 2013 (Phi Sigma Theta National Honor Society Member)
- AA with English Concentration – Edison State College, Naples, FL 2000
- Project Management Workshop (Influent Technologies) April 1999
- The Art and Discipline of Software Project Management (American Mgmt Association) January 2000

EXPERIENCE

September 2009 to Present | Lumina Health Products. *Sales and Development – Sarasota, FL*

- Logistical documentation, reporting, accounting needs for sales commissions and marketing programs
- Writing and developing e-newsletter and maintaining email lists
- Administering nation-wide marketing demo program; interview and hire contractors
- Outlining and developing training materials for staff and wholesale customer base
- Working extensively in Office 2011 (Office, Excel, and PowerPoint), Quark, Acrobat and FileMaker (Mac)

February 2008 to January 2009 | Goldleaf Financial Solutions, Inc. *Technical Writer - Sarasota, FL (Banking Software) Laid-off due to company closing.*

- Designed and wrote user documentation, which included printed and online help user manuals and training guides for two products: a banking back office software solution and a teller transaction software system. Utilized Office 2007 Professional, SharePoint, Flare (XML-based help authoring software similar to RoboHELP), SnagIt!, Visio 2007, Fireworks, and Photoshop software.
- Prepared, wrote, and formatted compliance-based documentation (SAS70 Audits, Sarbanes-Oxley, Disaster Recovery) and process reference guides.
- Software programs built using Visual Basic, VB. Net, SQL, C++, and COBOL
- Designed network and UML diagrams with Visio 2007.

September 2006 to November 2008 | Kyra InfoTech, Independent Contractor

- Assigned to write an online help project (Visual Basic.net & ASP.net, JAVA) for the South Florida Water Management District ePermitting online system. This was a telecommuting position.
- Utilized HTML, MS Publisher, MS Project, and SnagIt! software programs to accomplish this project.
- Built a fully interactive Glossary using HTML and compiled six separate online help manuals.
- Co-wrote and formulated the required 35-page application/white paper to submit the ePermitting online project for PMI (Project Management Institute) Project of the Year for 2007. Awarded Regional Project of the Year.

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May 2004 to August 2005 | Decision Management International, Senior Technical Writer *Bradenton, FL (Pharmaceutical Software)*

- Implemented web-based online help and CHM (compiled help files) for thin client applications using RoboHELP.net, SnagIt!, FreeHand, Illustrator, and Photoshop.
- Recorded and gathered material based on web application updates and releases to implement into web help and other forms of company literature, which required using MS Publisher, Word, PowerPoint and Adobe Acrobat.
- Required to learn all company applications in depth (utilized Visual Basic.net & ASP.net, JAVA) and to adhere to FDA regulations regarding documentation and testing.

1997 to Present | Christie Creates, Owner – Naples and Sarasota, FL

- Provides services for Web site Design, Implementation, Maintenance, Search Engine Placement, and Hosting Recommendations through accredited vendors.
- Copy, Editorial, and Technical Writing Services including: manuals, user guides, standard operating procedure documents, web site content, blog content and design.
- Book Editing, Coordinating overall book composition, and Publishing/Printing Recommendations
- Pre-Press Services (Book Cover Design, Interior Book Format and Layout) - Five published book projects to date. Utilized FrameMaker, Quark, and PageMaker – all three as recently as 2009.

1998 to 2003 | MICROS-Fidelio, Technical Documentation Manager & Senior Technical Writer, *Naples, FL (Hospitality Software)*

- Served as Lead Writer for three product lines; Department Manager and Technical Editor for seven writers assigned to eight different product modules
- Determined format and writing projects for printed and web-based material for online instruction manuals, Developer Newsletters, Requirements Documents, Functional Specifications, Software Descriptions and other technical documentation (RoboHELP -various versions), MS Word, FrameMaker, Photoshop, Paint Shop Pro, Adobe Illustrator, HTML, and Java)
- Ascertained and implemented Web-based help and backend coding requirements for Oracle-based software (along with C++, Perl and MySQL).
- Researched and recommended latest technical writing advances and resources
- Worked in both Crystal and PVS Tracker Quality Assurance reporting systems
- Interfaced with clients to determine extensive software documentation customization
- Served as webmaster for the company intranet web site pages using Frontpage, Dreamweaver, and HTML
- Traveled to clients or other company subsidiary sites to assess documentation needs and future inventory

1995 to 1997 | Miles Media Group, Associate Publisher - Florida Keys

- Directed services and distribution of tourist publications for Lower Keys and Key West, \$500k+ market. Analyzed market strategies and public relations projects to broaden sales base.

1991 to 1995 | Lower Keys Chamber of Commerce, Executive Director - Florida Keys

- Managed four-person staff, daily operations, and accounting procedures
- Expanded community development and increased membership by 40%
- Implemented overall policy of Chamber board; developed and implemented budget
- Responsible for writing, editing and distributing the monthly newsletter, press releases and board resolutions
- Administered monthly meetings with local TDC board and District Advisory Council
- Coordinated advertising and public relations through County contracted agencies
- Followed contract management with TDC (provided telemarketing services)
- Attended all Chamber functions and fund-raiser; coordinated community festival and events
- Leadership Monroe County – Graduate and Organization Chairman - 1994

Portfolio available upon request