

# Irene Smith

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## Summary

Hybrid developer/technical writer, with over 20 years' experience with multiple programming languages and technologies. Comfortable with full stack development of native applications for Windows as well as website and web-based applications. Extensive experience writing API documentation, design and requirement documents, and release notes.

#readytowork

## Technical Skills

**Windows Application Development:** C# and VB.NET, VBA, Java, C, C++, Python

**Web Development:** HTML 5, CSS 3, JavaScript, jQuery, AngularJS, Bootstrap, ASP .NET, ASP 3.0

**Database:** Microsoft SQL Server, MySQL, Oracle, Microsoft Access, MongoDB

**Graphics and Video:** Adobe PhotoShop, Adobe Lightroom, PaintShop Pro, Gimp, Microsoft Visio, SnagIt, OBS Studio, Adobe After Effects, Jing

**Source Control:** Git, Perforce, Visual Source Safe (VSS), SVN, Team Foundation Server (TFS)

**Writing Tools:** Microsoft Office, Google Docs, RoboHelp, Scrivener, Libre Office

**Development Tools:** Sublime Text 3, Visual Studio, Visual Studio Code

**Operating Systems:** Windows, Linux (Ubuntu), DOS, macOS

## Professional Experience

### Mozilla

Firefox Developer Content Manager  
On contract through **Harvey Nash**

6/2018 – 11/2019

#### *Responsibilities*

- Manage content for MDN Web Docs Browser Extensions and Firefox Developer Tools
- Wrote tutorials for web development
- Updated and refined existing content to reflect new and updated Firefox features and web development best practices
- Create example code for tutorials and web APIs

### MongoDB

Developer/Technical Writer

9/2017 – 3/2018

#### *Responsibilities*

- Wrote documentation for MongoDB Atlas
- Collaborated with developers to document new features of MongoDB
- Created web documentation for MongoDB using restructured Text (reST) and Sphinx

### Moody's Analytics

Technical Writer

11/2016 – 6/2017

On contract through **Randstad Technologies**

#### *Responsibilities*

- Collaborated with developers to create technical documentation for Cloud Computing Project
- Created stylesheets and documentation templates
- Helped define processes for support, development, and technical documentation projects
- Created quick guides, workflows, and high-level overviews for end users

**Credit Suisse, New York, NY**

Technical Writer

5/2016 – 9/2016

On contract through **Insight Global***Responsibilities*

- Interviewed Developers to create technical documentation for CCAR Application Modules
- Helped to create SAD (Software Architecture Documentation) document for CCAR Application
- Created data flow and architectural diagrams and application screenshots
- Wrote reference materials for use by support personnel in application troubleshooting

**BNP Paribas, New York, NY**

Developer

6/2015 – 12/2015

On contract through **Huxley Associates***Responsibilities*

- Wrote C# console applications that are run as automated processes to update trade data
- Created VBA Scripts for Microsoft Excel that create reports for traders
- Enhanced the UI of a stock pricing application that uses MVC, Angular, and Bootstrap
- Wrote, reviewed, and edited project requirements and user stories

**TIAA-CREF, Charlotte, NC (Remote)**

Senior Technical Writer

11/2013 – 2/2015

On contract through **Stratus Technologies, LLC***Responsibilities*

- Create and maintain templates and VBA macros to simplify document creation
- Create and update the Developer's Reference for the PRISM API, an application that uses Oracle coherence to cache mainframe data for a Java API
- Create and update a data dictionary for use by PRISM developers
- Create and update walkthroughs for the PRISM application that include step-by-step instructions and screenshots

**Google, Inc., New York, NY 10011**Technical Writer III, on one-year contract through **Apex Systems, Inc.**

7/2012 – 7/2013

*Responsibilities*

- Wrote technical guides and other documentation using HTML5, CSS3, and markdown
- Wrote and maintained API documentation for the following Ad Exchange technologies: Buyer REST API, Seller REST API, Buyer SOAP API, Real-time Bidding Protocol
- Wrote the developer's guide for Google's open source project, Open Bidder

**Medidata Solutions, Inc. New York, NY 10003**

Three positions with Medidata Solutions, Inc.

9/2006 to 1/2012

**Senior Programming Technical Communicator**

1/2010 – 1/2012

*Responsibilities*

- Scrum Master for internal tools for the Technical Communications department
- Used C# to develop ASP .NET applications, Windows applications, and Microsoft Word add-ins. These tools reduced document preparation time from days to minutes
- Used SQL Server to design and create database model for all internal tools including table design, stored procedures and functions

**Senior Technical Communicator, Team Lead**

1/2008 – 1/2010

*Responsibilities*

- Lead and mentored colleagues in creating design specifications
- Team Lead for multiple documentation projects
- Created and presented internal training for new team members

**Technical Communicator**

9/2006 – 1/2008

*Responsibilities*

- Created Design Specifications, Requirements, and other internal documentation for Medidata Rave and its add-ons
- Wrote User Guides, maintained the Known Issues List, and Release Notes for Medidata applications and add-ons
- Updated existing documentation

**Times Herald Record, Middletown, NY 10940**

Paginator, Assistant Obituary Editor

2/2005 – 1/2006

*Responsibilities*

- Developed a set of Microsoft Word macros to automate the process preparing obituaries, thus reducing preparation time from over half an hour to less than one minute
- Documented obituary and classified preparation procedures
- Prepared obituaries and classified advertising for printing

**Microsoft, Redmond, WA 98052**

Programming Writer (FTE), SQL Server Group

4/2000 – 10/2003

*Responsibilities*

- Developed samples for the System.Data namespace of the .NET Framework for versions 1.0, 1.1, and 2.0 using C# and VB .NET to create console and ASP .NET applications
- Used C++, Visual Basic 6.0, Java (Microsoft J++), JavaScript, and VBScript to develop console application examples for Microsoft ADO, OLE DB, and ODBC API references
- Developed examples for Microsoft XML using C++ and Visual Basic

**mpl2.com, Bellevue, WA**

Programming Writer (on contract at Microsoft)

8/1999 – 3/2000

Originally called Meridian Partners, Ltd., mpl2.com placed writers in contract positions at various locations in Redmond, Bellevue, and Seattle including Microsoft.

*Responsibilities*

- Wrote conceptual and API reference documentation for Microsoft's database objects
- Used C++, Jscript, Visual Basic 6.0, VBScript, and Java to develop ASP 3.0 and console example applications for Microsoft ADO, OLE DB, and ODBC API references

**CRS, Newburgh, NY**

Application Developer

4/1998 – 8/1999

*Responsibilities*

- Developed and maintained all modules in the Point of Sale suite
- Designed and developed a data warehousing application that rolls up sales data on a daily basis for retail customers

**Solo Game Development**

Designed, coded, created graphics, and wrote context-sensitive help files for several Microsoft Windows commercial game packages:

- **Casino Nights** (Craps, Roulette, Black Jack, and Video Poker)
- **Dice Games** (Craps, Over 'n Under, and Bird Cage)
- **Solitaire** (Pyramid and Golf)

**Education****University of Phoenix**, Online

BS Information Technology/Software Design

**Orange County Community College**, Middletown, NY

AA, Liberal Arts