**Holly Daigle**

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**Technical Writer**

I am a technical communications college student at Austin Community College. I use creative aptitude and proficiency with writing techniques and technologies to develop technical documents.

**Technical writing skills**

**Technical Communication with Digital Publishing Systems** – Madcap Flare: create book-length technical document, snippets, variables, CSS, footer, index, glossary, appendix, table of contents, master page, style page, cross-reference, footnote

**Technical and Business Writing** – technical report, letter, memo, proposal, and oral presentation, focusing on clarity, conciseness, accuracy, research techniques, and design

**Fundamentals of Digital Publishing** – blog writing, digital publishing techniques, book proposal, legal use of graphics, audience analysis, social media networking, eBook writing

**Online Helps and Help-Authoring Tools** – MadCap Flare: snippets and variables, font format and lists, import CSS, create and use custom CSS, audio and video, condition tags, image, table, and table of contents

**XHTML and CSS for Information Specialists** – webpage development: tags, accordion, button, border, box, carousel, fonts, graphics, links, targets, forms, audio, video, sub-columns, sub-rows, tri-pane

**Web-Based Content Management Systems** – Drupal: build site, create a basic page, create a poll, create a blog, create a contact form, create a forum, create an article, set up custom content type, update administrative settings, perform routine tasks, install modules, blocks, permissions, themes, core update, backup, audio, video

**Digital Imaging I** – Adobe Photoshop: settings, tools, photo correction, selection tools, layers, masks and channels, typographic design, vector drawing design, compositing, files for web

**Professional Experience**

**Luminex Corporation – Austin, TX 2020**

Manufacturing Technician I – Limited Assignment

**Akima Infrastructure Services – Livermore, CA 2018 - 2019**

Engineering Technician V/Laser Systems Operator

**Flight Safety International – Austin, TX 2018**

Display Assembly Technician

**Department of Treasury – Austin, TX 2015 - 2018**

Contact Service Representative

**Department of Veterans Affairs – Waco, TX 2014 - 2015**

Contact Representative

**Military Experience**

*United States Air Force*

*United States Army*

**Education & credentials**

**Technical Communication Specialization, GPA: 4.00**

**Austin Community College, Austin, TX**

**Bachelor of Science in Applied Science with Concentration in Business Management**

**Texas A&M University, Killeen, TX**

**Honors:**

* *Distinguished Student Spring 2011 Semester for achieving all A’s* | *GPA: 3.54*

**Research Papers & Presentations:**

* *Completed Executive Summary and Marketing Plan for team of 3 to achieve a grade of 100% on Small Business Plan*
* *Excelled in communication skills with extensive research papers and presentations*

**Associates of Applied Science in Laser Electro-Optics Technology, GPA: 3.48**

**Texas State Technical College, Waco, TX**

**Associates of Applied Science in Avionics Technology**

**Community College of the Air Force, Montgomery, AL**

**Certificate of Completion Professional Technical Writing: Advance Your Writing Skills**

**Udemy**

**Society for Technical Communication Membership**

**Certificate of Completion Drupal 8 Essential Training: 2 Building Out Your Website**

**LinkedIn Learning**

**Certificate of Completion Grammar Foundations**

**LinkedIn Learning**

**Certificate of Completion Advanced Grammar**

**LinkedIn Learning**

**Chancellor’s Honor Award**

**Austin Community College**