

Lori Willis
Lori.A.Willis@gmail.com

Objective:

Seeking a full-time position as a Technical Writer or Editor.

Skills:

Microsoft Office Suite (Word, Excel, PowerPoint, Access, Outlook), Adobe Photoshop, Adobe ImageReady, Adobe Acrobat, Visio, Dreamweaver, Contribute, (X)HTML, CSS, Internet Explorer, Netscape

Education:

M.S. in Technical Communications

Northeastern University

Earned: 2010

GPA: 4.0

B.A. in Journalism

University of Connecticut

Earned: 2003

GPA: 3.5

Related Experience:

KLA-Tencor Amray Division

Technical Writer (Contractor)

Bedford, Ma

1/2001, 5/2001 - 8/2001

- Produced technical documents and user's manuals for various system elements using information provided by the software engineer team.
- Administered a document organization system.

Other Professional Experience:

Pfizer

Accounts Administrator (Contractor)

New London, Ct

6/2007 – 12/2008

- Created network accounts for contractors seeking access to Pfizer systems and updated them as needed.
- Edited presentations, memos, and training documentation.
- Completed a monthly report of access granted tracking the types of applications requested from contractors and the timeliness of request completion.
- Processed incoming requests for application access to Pfizer systems and keep clients up to date on the status of all requests to ensure they are completed in the assigned SLA.
- Provided first level support in troubleshooting account and application access issues for clients.

Boston University

Senior Administrative Secretary

Boston, Ma

7/2004 – 6/2007

- Maintained, updated, and created procedural documentation for the front desk protocol book.
- Provided comprehensive administrative support to the Executive Director and the entire staff, including travel arrangements, meeting planning and training schedule.
- Compiled articles for and managed layout of departmental newsletter.
- Assisted in budget maintenance, including resolving invoices, maintaining budget spreadsheets and corporate credit card.
- Maintained training database and central filing database.
- Hired and supervised student employees.

Department of Fire Services

Accounts Payable/Receivable (Contractor)

Stow, Ma

2/2004 – 7/2004

Massachusetts Emergency Management Agency
Administrative Assistant (Contractor)

Bridgewater, Ma
10/2003 - 2/2004

Associations:

Society for Technical Communication - member