

Caroline Suzanne Brooks

TECHNICAL WRITER

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New Orleans, LA 70119

EXPERIENCE

TECHNICAL WRITER / PROGRAMMER ANALYST

U.S. Naval Information Warfare Center

New Orleans, LA

October 2021 - Present

- Prepared detailed workflow charts and diagrams describing input, output and logical operation and converted into series of instructions coded in computer language.
- Wrote and contributed to instructions and manuals to guide end users.
- Consulted with managerial, engineering and technical personnel to clarify program intent, identify problems and suggest changes.
- Compiled and wrote documentation of program development and subsequent revisions, inserting comments in coded instructions so others can understand program.
- Corrected errors by making appropriate changes and rechecking program produce desired results.

TECHNICAL WRITER / PROGRAMMER ANALYST

DXC Technology

New Orleans, LA

March 2021 - Present

- Wrote and contributed to instructions and manuals for Document Control with weekly status reports
- Consulted with managerial, engineering and technical personnel to clarify program intent, identify problems and suggest changes.
- Wrote, analyzed, reviewed and rewrote documentation using workflow chart and diagram and applying knowledge of computer capabilities and subject matter
- Compiled and wrote documentation of program development and subsequent revisions, inserting comments in coded instructions so others can understand program utilizing templates.

TECHNICAL WRITER

G4S Securities

Raleigh, NC

October 2017 - March 2021

- Research, develop and document technical design specifications and test scripts
- Align documentation with Tracking System to coordinate technical publications
- Provide content verification amongst multiple departments
- Standardize and modify material prepared by other writers and establishment personnel.
- Studied drawings, specifications, mockups and product samples to integrate and delineate technology, operating procedure, and production sequence and detail.
- Arranged for typing, duplication and distribution of material.
- Published materials and recommended revisions and changes in scope, format, content and methods of reproduction and binding.

TECHNICAL EDITOR

Reconstruction Journal

Sacramento, CA

March 2008 - April 2009

- Journal, Studies in Contemporary Culture, Responsible for editing, proofreading, organizing and rewriting for clarity in journal articles and transferring content to online journal website.

SENIOR EDITOR

January 2002 - March 2005

Association For Computing Machinery Crossroads Magazine

- Provide as needed editorial support remotely, including developmental and copy editing of all submitted publications.
- Oversaw artwork, layout, computer typesetting and printing, adhering to deadlines and budget requirements.
- Planned contents of publications according to publication's style, editorial policy and publishing requirements.
- Wrote text, such as stories, articles, editorials, and newsletters.
- Evaluated and edited manuscripts and other materials submitted for publication and confer with authors regarding changes in content, style and organization and publication.

WEB DEVELOPER

Raleigh, NC

Catholic Diocese Of Raleigh

January 2002 - January 2005

- Manage website development processes from architectural and functional design concept, including page authoring
- Implement site server strategies and multimedia fundamentals
- Created online gateway to facilitate congregational donations, implementing standard consumer payment protocols
- As a result, Congregational donations approximating \$32 million between 2002 – 2004 were collected.
- Created and implemented highly complex contingency plans in preparation for website outages.
- Enforced website standards for visual and design integrity.
- Collaborated with web content editors to facilitate website maintenance.
- Communicated project status to primary stakeholders and project management personnel.

EDUCATION

PH.D. (ABD) IN TECHNICAL DISCOURSE

May 2011

East Carolina University, **Greenville, NC**

M.S IN TECHNICAL COMMUNICATION

Dec 2002

North Carolina State University, **Raleigh, NC**

BACHELOR OF ARTS IN PSYCHOLOGY AND ART HISTORY

May 1998

University of North Carolina, **Greensboro, NC**

ADDITIONAL SKILLS

- User Interface Development
- Code Analysis and Development
- Source and Version Control: Git, GitHub
- Software Documentation Control
- Usability and Accessibility
- Scripting Languages: PHP, Python, JavaScript
- Documentation Writing
- Performance Evaluation and Optimization
- Program Development Documentation
- Web Development Software
- Performance Analytics
- U.S. Security Clearance
- Revision Documentation