WRITING SAMPLES

Amy Stivers
Senior IT Technical Writer

PROFICIENCIES DEMONSTRATED
- SOPs in IT & Manufacturing
- Training, LMS, Testing
- Strategic Communications
- Infographics & Data Graphics
- Event Notices & Invitations
- Software Adoption Campaigns
- Microsoft365
- Word, Excel, PowerPoint
- Adobe DC, SharePoint
- LinkedIn Learning

TECHNICAL WRITING SAMPLE #1
Interlocked Certification Upload Process

TOOLS / PARTS:	NOTES: OPT-IN READY DOCUMENT
Required Tools: • Access to **SharePoint** • Access to **Certification System** (Admin) • Access to **LMS** • Access to **ODBC Template**	 **DO NOT attempt solo upload into LMS for interlocked sytem certification exams until trained by Document Management for step-by-step walk-through.** **O.P.T. READY DOCUMENT :** Use this document for **One-Page Training**, or use the drop-down menu for detailed instructions. Select the **drop-down carrot** for details for each Heading below.
PURPOSE:	To outline the process of uploading Revised Certification Documents (SOP(s), Checklist Items, Exams) to the relevant systems after a Revision process and Approval.

SAMPLE #1 Certification Upload Process

Use this list as a reference. Select the **drop-down carrot** for more details on each step.

▶ 1. **Save the Authorization**

▶ 2. **Upload SOP(s)**

▶ 3. **Archive any Non-Overwritten SOP(S)**

▶ 4. **Locate and Edit Certification Checklist**

▶ 5. **Link SOP to Certification**

▶ 6. **Upload Exam**

▶ 7. **Delete old Exam content**

▶ 8. **Upload Exam to LMS**

▶ 9. **Approve SOP in SharePoint**

▶ 10. **Send a Document Change Notification**

▶ 11. **Move Folder to Document Management Archives**

TECHNICAL WRITING SAMPLE #2
STRATEGIC COMMUNICATIONS PLANNING

Amy Stivers
AE IT Communications Coordinator
Strategic Planning Meeting

SPRINT TO MUELLER – Moving staff into the new HQ
Be ready Monday 6/28/2021
Test in July
Move-in August

IT Communications Plan – "Sprint to Mueller"			
WHO	**Managers**	**Mass Emails**	**FAQs**
WHY	Testing Equipment & Applications at New AE HQ in Meuller prior to August move-in.		Remote work will continue after the 8th-15th testing.
WHAT	Identify schedules for themselves Identify schedules of others Schedule Building Access Show Up and Test	Sign Up for Testing Schedule Building Access Show Up and Test	Now for Scheduling July for Testing August for Moving
WHEN	8th-15th July	8th-15th July	Now for scheduling July for testing
WHERE	New AE HQ	New AE HQ	AE HQ @ Meuller
HOW	• Reach Out • Schedule • Show Up and Test	• Sign up • Schedule Building Access • Show Up and Test	

THE ASK:
1. **Reach out** to Managers, **identify schedules available to assist** in production app testing on July 8th-July 15th.
2. **Schedule** the building access. <contact>
3. **Come to HQ** between July 8th – July 15th, test your equipment & apps, and the production applications listed below. <address>

WHEN:
    SCHEDULE now
    SHOW UP at HQ between July 8th – July 15th

LIST FOR TESTING:
- **Your own equipment** and apps.
- **The following production apps**:
  1. I think it's 17 apps
  2. The list is <incoming>

FAQ:
- Schedule at <contact>
- After the testing on July 8th-15th, employees continue remote work and await move-in.
- The new address is <address>

SOP TEMPLATE

Spec References	ABC12345-000	Dept.	Facilities Engineering	Document ID	FE 123

Tools / Parts:	Safety Requirements:

Tools / Parts:

Required Tools:
- Hitachi A4800
- Hitachi AU8000 AU8040

Required PPE:
- Latex gloves
- Mask
- Apron

Required Parts:
- Wrench
- O-ring
- Screws
- Screwdriver

Safety Requirements:
- Latex gloves must be worn while loading and unloading the tool to prevent skin oils from contaminating the tool.

Risk Classification:	**GREEN**	Risk Code:	EE, ER, CH, OX

Required Certification(s):	Notes:
LSI FA Hitachi S4800, FA LSI Hitachi SU8XXX-Basic	

Purpose:	Instructions for tool operation for the Hitachi A-series.
Escalation Plan:	Training Representative (TR) > Shift Supervisor (SS) > Zone Supervisor (ZZ)

AMY STIVERS
SENIOR IT TECHNICAL WRITER
IT Communications Coordinator

Experienced in IT & Communications, 20+ years.
Built, programmed, configured, repaired computers from MSDOS and Win 3.1 to the present. Built or repaired 1,000+ computers and networks. Wholesale hardware sales, custom PCs, repairs, upgrades, network installations, maintenance, IT consulting.
I'm A+ Certified, with 5+ years in leadership roles.

CompTIA A+ CERTIFIED · CE

BILINGUAL:
English
Spanish

SNAPSHOT: 20+ Years of Experience

- **25 yrs** — HARDWARE & SOFTWARE
- **20 yrs** — TECHNICAL WRITING
- **15 yrs** — WEB & CONTENT DEVELOPER

PROFESSIONAL SKILLS

Skill	Rating
COLLABORATION	●●●●●
COMMUNICATION	●●●●●
SOFTWARE	●●●●○
HARDWARE	●●●●○
TECHNICAL WRITING	●●●●●
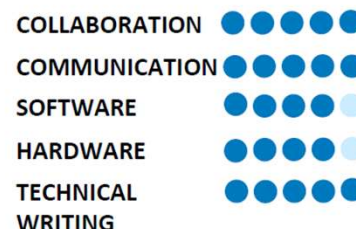
WORK EXPERIENCE

2021 - 2023
IT COMMUNICATIONS COORDINATOR – Austin Energy
Communications coordinator for IT Teams at Austin Energy. SOP's for IT, software adoption campaigns, graphics, quarterly newsletters, persuasive writing, how-to's, policy documents. Microsoft 365, Sharepoint, Adobe DC, VDI.

2019 - 2020
TECHNICAL WRITER – Samsung Austin Semiconductor.
Redesigned 500+ documents in 1 year. Data analytics, KPIs, document management, SOPs, style guides, metadata, data entry. Tight deadlines, workflow management. CRM, LinkedIn Learning, SamsungU, Adobe Creative Cloud, SharePoint

2017 - 2019
CONTENT DEV & QA – OutOfNowhere.net
UX/UI, QA, CRM in WordPress, project management, content development, translations, IT consulting. WordPress, JIRA, HTML, CSS

2013 - 2016
COMPLIANCE OFFICER, TECHNICAL WRITER – Colorado
Business analyst duties, including: working with stakeholders and software devs for POS, inventory, security, and tax applications to create customizations and integrations for compliance, data collection, and to optimize operations.

1993 - 2010
CO-OWNER, SHAW DATA SYSTEMS – Costa Rica
Built, programmed, configured, repaired computers from MSDOS and Win 3.1 onward. Built or repaired 1,000+ computers and networks. Wholesale hardware sales, custom PCs, networks, repairs, upgrades, network installations, maintenance, IT consulting. Designed eBooks, illustrations, outdoor murals. HTML CSS JS, Drupal web development, website sales, design, marketing, SEO, content. Produced manuals and ebooks for legal guides, medical billing procedures. Photoshop competitions.

VOLUNTEER VETERANS ADVOCATE – Advocate for US Veterans in Costa Rica, successfully forced a comprehensive IT upgrade of the US Embassy in Costa Rica via case filings to the OIG's of Dept of State, VA, and SSA. Legal research, stakeholder interviews, advising providers on Federal benefits and existing regulations.

EDUCATION

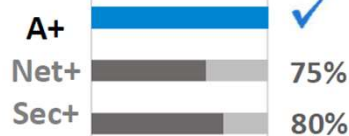**Bachelor of Arts** TEXAS A&M UNIVERSITY COMMERCE
BA in English, Minor in Art

Continued Education COLORADO STATE UNIVERSITY PUEBLO
(2011-2017) *Engineering, Business*
PUEBLO COMMUNITY COLLEGE
Accounting, Computer Applications

IT CERTIFICATIONS

Cert	Level
A+	✓
Net+	75%
Sec+	80%

July 7th

AE Appreciation Breakfast

AE is pleased to provide a catered Kerbey Lane breakfast in appreciation for your attendance on Pack-Up Day at TLC.
Breakfast will arrive at approximately 9:30am!
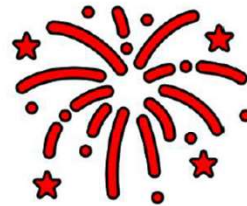**We appreciate you!**
(Pack-Up hours are from 9am-2pm)

Kerbey Lane
CAFE

• **Coffee** • **Orange Juice** • **Iced Tea** •

Breakfast Menu:
- **Scrambled eggs, Bacon, Sausage**
- **Pancakes**
- **French Toast**
- **Biscuits + Butter + Jam**
- **Bacon-pepper gravy**
- **Fruit**
- **Toast**

Breakfast Tacos:
- **Potatoes + Veggies + Cheese**
- **Egg + Potatoes + Veggies + Cheese**
- **Chorizo + Egg + Cheese**
- **Refried Beans + Potatoes + Cheese**

What changed?

Learn more
about your evolving Google workspace

FAQ's
How to get the most out of your Cloud.
How to use Google Sheets for everything.
Records retention policy, how to comply.

Still need help?
Contact the IT Help Desk at 555-555-5555
Or CLICK HERE to CHAT.