
NORA ELSBERRY

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[in www.linkedin.com/in/](https://www.linkedin.com/in/)

Technical Communications

Summary

Technical writer with an advanced degree and professional experience in education, design and technology | Diligent in analyzing projects from a user's perspective, finding creative solutions, organizing an efficient workflow, and working within an agile team | Well versed in all things language, style and grammar | Love online learning, digital photography and music

Experience

2015-09 - 2017-06

Freelance Writer | Video Scripts

BrainStorm

Researched, outlined, and wrote Quick Start Cards for QuickHelp product | Used technical writing and editing skills to create video scripts | Performed batch core edits | Used Camtasia software to complete projects | Gave presentations during writers meetings on freelance training | Mentored, advised, and taught editing to multiple interns | Administered QuickHelp database | Updated FTP transfers | Collaborated remotely with Product Team to create, edit and deliver video scripts on a weekly Scrum cycle

Skills: Research, technical writing, editing, training, mentoring, advising, database administration, Scrum process

2015-10 - 2017-06

Documentation Specialist | Video Team

Instructure

Remote work experience while managing time, meeting deadlines, and using Slack to maintain communications with team and management | Maintained and updated end-user documentation for the Canvas learning platform | Identified and researched documentation needs according to client needs | Collaborated with the Documentation team and internal departments to complete research in a timely manner | Implemented style and followed formatting guides to ensure consistency for all documentation articles | Followed documentation project plans, priorities, and timelines | Showed initiative by taking on additional projects, as needed | Completed research and solved documentation problems for end-users in an independent, efficient way | Managed multiple projects simultaneously

Skills:

Communicated usable content via multiple channels
Identified audience needs
Extracted knowledge from subject matter experts
Ensured quality deliverables in a timely way
Made timely decisions to ensure projects were completed on time

Education

2015 - 2016

Certificate of Technical Writing in Project Management

Canvas Catalog

Course detailing the process and practice of using technical writing skills and translating those into the field of project management

2017 - 2018

Instructional Media Design

Webucator Certificate

<https://www.visualcv.com/noralynn/>

Studied the basics of instructional design, learned design concepts, and all the phases of the instructional design process, including conducting a needs assessment, designing and delivering training, and evaluating the instruction.

2012 - 2015

Bachelor of Technical Communication

Arizona State University

Dean's List 2013-2015 | Graduated with Honors | 4.0 GPA

Skills

Technical Writing

Project Management | Analyzing an audience | Information gathering | Research | Interviewing SMEs | Writing & Grammar | Graphics Formats | Document Formatting | Microsoft Office Suite | Adobe Photoshop, Illustrator, Lightroom | Camtasia | Proofreading & Editing

Skills

Interpersonal

Passion for Knowledge | Focus | Creative Thought | Common Sense | Asking Questions | Active Listener