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# NORA ELSBERRY

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Draper | UT • +18019607575 • [noralynnelsberry@gmail.com](mailto:noralynnelsberry@gmail.com)

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

## Technical Communications

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### Summary

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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

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### Experience

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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

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### Education

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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*

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

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## Skills

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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

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## Skills

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Interpersonal

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