

CHRISTINE MARIE ROSE

TECHNICAL WRITER / PROFESSIONAL SCRUM MASTER (PSM)

PROFESSIONAL PROFILE

Unlike many IT professionals, I have both a solid foundation of technical and superb writing skills, which creates a unique combination. I've written a variety of content, including technical documents and tutorials. I have significant experience in working with and supporting IT teams. My deep capacity for empathy, passion for helping people, and excellent communication skills make me an ideal leader and team member. I thrive on empowering others while working to remove impediments and facilitate effective communication. I've been trained in nonviolent communication and kind assertiveness.

CONTACT

- Based in Portland, OR
- +1 707 391 2698
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- christinerose.wordpress.com

LINKS

- [LinkedIn](#)
- [Portfolio](#)
- [GitHub](#)

EDUCATION

Texas Woman's University
MA English / 1996

Sam Houston State University
BA English / 1992

INTERESTS

- Snowshoeing
- Kayaking & Hiking
- International Travel
- Tap & Swing Dancing
- Musical Theatre
- Animals & Nature
- Vegetarian Cooking
- Watercolor Painting
- British Culture & History

EXPERIENCE

TARIDES / REMOTE / 2021 - PRESENT
TECHNICAL WRITER

MODSQUAD / REMOTE / 2017 - 2021
COMMUNITY SUPPORT ASSOCIATE FOR VIMEO

POWERMAX / PORTLAND, OR (REMOTE) / 2015 - 2017
TECHNICAL SUPPORT MANAGER / TECHNICAL WRITER

ROS / AMSTERDAM (REMOTE) / 2015 - 2016
GLOBAL PROGRAM MANAGER / LEAD TECHNICAL WRITER

TECH SKILLS

- ZenDesk / Slack / Zoom
- HTML / CSS / Basic JavaScript
- XML / Markdown
- Basic Python / Git / CLI_Linux
- Learning SQL / API
- Agile / Kanban / Trello
- Adobe CS Suite
- Infinity Publisher / Figma / Miro
- FCPX / iMovie / GarageBand
- Apple Work / MS Office
- Google Drive / Workspace

CREDENTIALS

- UX Designer Nanodegree
Udacity / 2021
- Python Proficiency Certificates
Pirple & Lynda / 2021
- JavaScript Essentials
Lynda / 2021
- Professional Scrum Master
(PSM) / Scrum.org / 2017
- Apple Product Professional
(APP) / Apple, Inc. / 2015
- VMWare Certified Professional
(VCM) / VMWare / 2015

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SELECT REFERENCES

John Sinteur

ROS Co-Founder

"[Christine] isn't only a capable manager, but she is also a kind person with excellent writing, organizing, and communication skills...She identified where hiccups in the workflow were costing the company time and money. She developed a new system to improve workflow and communication while reducing frustration and wasted time. In the end, it resulted in timely reports and more satisfied clients.

I can highly recommend Christine as both a technical writer and a program manager. She is a self-starter who can work independently from a remote location and handle responsibility. She can lead a team as well as work alongside them, inspiring their best work with her friendly, supportive manner."

Boi Sletterink

ROS Security Consultant

"...ask me for an example of warm dedication, Christine immediately comes to mind. <Her> enthusiasm & dedication to deliver great reports to the clients and coach us to improve our own writing skills really stood out to me. Christine's dedication to the team also extended to a caring personal touch; she really showed pleasant interest in each of us as a person, not just as a team member... [Christine] can work independently with technical specialists and manage technical writers to produce solid, readable technical documents."

Liz Loveday

ModSquad–Vimeo QA Manager

"[Christine's] ability to bring highly professional communication to the support experience was invaluable... [her] interest in the welfare and general wellbeing of the entire org was evident in her suggestions, solutions, and willingness to pivot with agility to meet the daily changes of a scaling support team...Her verbal and written communication was excellent, as was general team rapport. She's an asset to any team."

Jane Chalaby

ROS Technical Writer

"Christine had the difficult job of maintaining cohesion between our globally dispersed team. She maintained our focus at the various stages of each client's reports that were running in parallel, and made herself available across time-zones to keep base with everyone.

Her nurturing style of project management is a boon to any business as Christine lets individuals play to their strengths."

Deborah Maaijen

ROS Technical Writer

"Having Christine as our manager was absolutely great. She was a very dedicated manager, with the skills to juggle ten tasks at once, sublime writing skills to support us non-native English speakers, and she went the extra mile to facilitate the work in our team. The workflow was streamlined by her and another manager, increasing our delivery times and she was very supportive to the team."

Brianna Barrett

ModSquad–Vimeo Team Lead

"I worked with Christine for over three years on the Vimeo support desk. This was a demanding project that required a great deal of resourcefulness and attention to detail...Christine was on the frontlines of fielding questions from customers about new products, policies and features after launch. She had to be adaptable to constant change. [She] asks good questions, helps her colleagues and is always learning – essential skills for this type of work!"

Schellene Clendenin

PowerMax Sales Rep.

"I have worked with Christine for more than a year & she impressed me with her outstanding problem solving skills, diligence, and high level of technical expertise. As a team member, she's always ready to pitch in with a positive, ready-to-go attitude. She's accountable and responsible with a superior work ethic. Christine is a pleasure to work with and is an asset to our team."

Ben Fogelson

PowerMax Inventory Manager

"Christine is a thorough and clear communicator. Her writing quickly dialed into the PowerMax 'voice'. Christine's articles added content and character to the website. Her contact with customers created happy customers and, when necessary, expedited the returns process."