

# Résumé for Joanna O’Kelly

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## Contact information

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## Education

- BSc Engineering from Leicester University, England.
  - Msc Tribology (lubrication friction and wear) from Leeds University, England.
  - PhD awarded for a thesis entitled the “Study of the lubrication and friction in human hip joints” from the departments of Mechanical Engineering and Medicine at the University of Leeds.
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## Employment history

- 1976-1979 At the Machine Tool Industry Research Association in the UK I worked on the design and testing of machine tool parts.
- 1979-1980 At Extracorporeal, in Wareme Belgium, I wrote and translated procedures into English that would allow this company to export their artificial kidneys to the USA in compliance with the American Food and Drug Administration.
- 1990 -2002 At LMS International, I worked as a TECHNICAL WRITER, DOCUMENTATION MANAGER and USABILITY ENGINEER.
- 2003 -2011 From 2003 I have worked as a independent technical writer, copywriter and publication expert for the following companies:
- LMS International: writing training material and white papers.
  - Ubizen: as a replacement technical writer for three months.
  - Namahn, a user centric design company: writing copy for their web site.
  - Amplexor, information architects: writing copy for their web site.
  - SWIFT as a temporary technical writer: working on policies and service descriptions.
  - Ingram Micro: producing web-based online help for a financial product used by their internal staff.
  - ESN (European Networking Services): writing articles about EU funded collaborative projects.
  - Thomas Industrial Media: editing press releases for publication in an engineering journal.
  - SamTech, developers of Finite Element Software: writing, editing and publishing their technical documentation.
  - Metris, (Nikon Metrology) writing and publishing manuals for laser scanning and analysis software, service guides and hardware manuals.
  - Elia: writing user guides for their clients concerning metering and nominations.
  - Ecobeton: translation of a handbook for a water purification plant.
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## Skills and tools

- Text editing: Word, Arbortext editor, XMetal editor, Framemaker, Oxygen Author
  - Help systems: DocToHelp, RoboHelp, HtmlHelp workshop
  - Good understanding of XML, DTDs, DITA, XSL and XSLT
  - Ability to create and edit graphics in CoralDraw, CoralPaint, Photoshop
  - Competence in Microsoft Office tools; Excel, PowerPoint, Publisher, Outlook
  - Experience in HTML: CSS, FrontPage, HtmlHelp, Flash, Dreamweaver
  - Experience using content management systems.
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## Personal

Nationality British  
Status Working since 2003 as an self-employed writer. Widowed with three sons.  
Languages English mother tongue. French adequate. Dutch understanding reasonable, spoken not as good as it should be.  
Characteristics I believe myself to be a conscientious and reliable worker. I will fulfill commitments and meet deadlines. I consider the needs of the end user of software, and its documentation, to be of paramount importance. I enjoy the challenge of communicating complex and difficult concepts.