

DELORIS PENN

Technical Writer

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Portfolio: www.delorispenn.com

About Me:

As a Technical Writer specializing in creating technical documentation and training, I am adept at researching complex topics and crafting concise, engaging content. Through collaboration with subject matter experts and cross-functional teams, I develop comprehensive and user-friendly documentation.

Skills Summary:

Writing:

- Editing
- Research
- UX writing
- User guides
- Training materials
- Information design
- Content development
- Standard Operating Procedures (SOPs)

Software and Programs:

- HTML
- Blender
- Camtasia
- Adobe Aero
- Adobe InDesign
- Adobe RoboHelp
- Microsoft PowerPoint
- Unity (augmented reality)
- PlayCanvas (augmented reality)

Education:

M.A. in Technical Writing, University of Arkansas at Little Rock (2023)

B.P.S. in Marketing, University of Memphis (2019)

Google UX Certification (in progress)

Professional Experience:

Composition Professor, Department of Rhetoric and Writing, University of Arkansas at Little Rock, Little Rock, AR (Jan 2023 - May 2023)

- Deliver engaging and dynamic undergraduate English composition courses
- Mentor and advise students on academic development, providing guidance and support
- Contribute to curriculum development and program assessment
- Participate in departmental committees, contributing to planning and policy development
- Organize and facilitate lectures and workshops to enrich students' academic experience

Senior Technical Writer + Instructional Designer, Legacy FM, Little Rock, AR (Feb 2020 - Present)

- Research, write, and design instructional materials, including training manuals, e-learning modules, and job aids, tailored specifically for adult learners
- Conduct needs assessments and gather input from stakeholders to identify learning objectives and requirements
- Apply adult learning theories and instructional design principles to develop engaging, learner-centric content
- Collaborate closely with subject matter experts, trainers, and project stakeholders to gather information and ensure the accuracy and relevance of materials
- Utilize multimedia and interactive elements to enhance learning experiences and increase learner engagement
- Conduct thorough reviews and edits of instructional materials to ensure clarity, consistency, and compliance with organizational standards
- Stay abreast of emerging trends and best practices in instructional design and adult learning methodologies
- Actively participate in project teams, providing expertise and guidance on instructional design strategies and content development
- Mentor junior-level designers and writers to ensure smooth on-boarding and branding consistency
- Develop and update an internal style guide for all instructional content (instructor-led and e-learning)

Technical Writing Consultant, Penn and Pad Co., Little Rock, AR (May 2015 - Present)

- Assist in designing and developing instructional materials for adult learners, focusing on e-learning modules and job-specific training programs
- Research adult learning theories, instructional design models, and emerging trends
- Collaborate with instructional designers and subject matter experts to develop content outlines, storyboards, and assessments
- Assist in creating multimedia assets, including infographics, animations, and interactive elements
- Conduct quality control checks to ensure error-free instructional materials align with project requirements