

# ANN MALCOLM BIDELSPACH

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## \* Versatile Creative Professional \*

Seasoned professional technical writer with proven graphic abilities, experienced with domestic/international manufacturing and design industries. I can provide demonstrated expertise with troubleshooting / problem-solving and the ability to efficiently deliver quality product within provided time constraints. I am a self-motivated, diplomatic team player with a positive attitude and a commitment to accuracy.

### \* Accomplishments and Qualifications:

- Created standardized formats and styles to produce more usable and easily understandable documents targeted to the end user
- Proven ability to successfully troubleshoot technical problems, write procedures, train personnel, and act as company representative
- Skilled with software on MAC and PC platforms: Adobe CS3 Design Suite (InDesign, Illustrator, Photoshop, and Acrobat Professional), Adobe PageMaker, MS Office, Interactive Product Animator (Immersive Design), and Systran Professional (language translation)
- Created brochures, mailers, newsletters, ad copy and associated materials for freelance clients (individuals and small businesses)

### \* Work History:

**Technical Writer**, Russound 2007-2009  
Newmarket, NH

- Created document templates and standardized text styles and formatting
- Wrote product installation instructions, user manuals, and other documentation
- Created detail views / illustrations showing system assembly
- Collaborated as part of various product teams

**Senior Technical Writer**, Playworld Systems, Inc. 1999-2007  
Lewisburg, PA

- Wrote installation instructions, maintenance documents and specifications for recreational equipment
- Coordinated document management for implementation of new and revised products
- Initiated changes in project flow by creating templates and writing procedures
- Consulted with designers regarding component design and assembly
- Initiated creation and use of photorealistic details of skate park and playground components in installation instructions
- Acted as company representative helping supervise and certify skatepark and playground installations at KaBOOM! sponsored community builds
- Edited and reviewed other writers' work
- Translated product documents into 4 languages (with software help)
- Was an Internal Quality Auditor for 3 years (ISO 9000-2001 compliant)

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## \*Work History: (continued)

- Office Manager/Alarm Technician**, Star Alarm Security, Inc. 1995-1999  
Chickasha, OK
- Managed daily operations of the company, supervising a staff of 4-5 employees
  - Oversaw and inspected jobs, evaluated locations and wrote proposals for security and fire systems
  - Performed graphic design work for the company including office forms, work orders, proposals, sales brochures, ad copy, and signage
  - Programmed alarm systems, troubleshot problems, dealt with customers, and quoted security and commercial fire systems - licensed as a Burglar & Fire Alarm Technician in Oklahoma

## \*Education:

- Bachelor of Arts in Art, Bucknell University, Lewisburg, PA
- Certification in PhotoShop CS3 and AutoCAD 2009 Fundamentals, Harrisburg Area Community College, Lancaster, PA

## \*Professional Development & Recognition

- Certified Life|Ware™ Technician 2007-current
- Certified Playground Safety Inspector 2001-4, 2006-9
- Employee of the Month, Playworld August 2000
- Licensed Burglar & Fire Alarm Technician, OK 1997-99

## \*Volunteer Work:

- GALABI**, a Bucknell University alumni organization
- Editor - GALABI Happenings – an alumni newsletter (print & web) 2004-present
  - Co-chair - GALABI Advisory Board (co-wrote bylaws) 2007-present

### **Chickasha School District**, Chickasha, OK

- Served on the school district's technology committee. 1997-1998
- Helped write the technology plan for the district. 1998
- Active member of the Band Parent Association 1992-1999

### **Chickasha Youth Soccer Association**, Chickasha, OK

- Team parent for daughter's recreational soccer team. 1996-1999