

REBECCA FIRESTONE

Technical Communication – Content Development – Illustration

SUMMARY

25+ years in technical writing, content development, training, and presentation design

EXPERIENCE

- | | | |
|--|--------------------------------|---------------------|
| Senior Technical Writer, Contract | Expert Support, Inc. | Since 1998 |
| <ul style="list-style-type: none">• Contract technical writing for highly varied clients and content, requiring quick ramp and execution• Topics included ERP, CRM, messaging, supply-chain optimization, network provisioning, natural language scripting• Documentation suites: API guides, operational guides, online help systems, tutorials, and white papers | | |
| Senior Technical Writer | Zep Solar SolarCity | 2014-2016 |
| <ul style="list-style-type: none">• Illustrated mechanical installation manuals for multiple rooftop solar mounting solutions, using a visual storytelling approach tailored for international audiences, optimized for visual clarity, longevity, re-usability, and maintainability• Researched and promoted “Agile Hardware” principles, adapting to real-world manufacturing and supply-chain constraints• Manuals and instruction sheets served multiple departments and purposes, internally and externally, serving as basis for training and video development• Managed translations into German, Spanish, and Japanese• Employed 3D CAD animation aids to cut document production time in half | | |
| Trainer/Course Developer & Senior Technical Writer | Kenan Systems, Inc. | 1990-1997 |
| <ul style="list-style-type: none">• Training and documentation for customized ERP software to international audiences• Multiple customized documentation suites for the Arbor/BP telecom billing platform• Developed and delivered a suite of training courses with short rollout times and detailed customizations• Courses re-used by project consultants with full confidence | | |
| The Architects’ Take | Mark English Architects | 2009-Present |
| <ul style="list-style-type: none">• Over 40 full-length articles and designer interviews supporting the value of good design | | |
| Title 24 Energy Consultant | Mark English Architects | 2009-2011 |
| <ul style="list-style-type: none">• Lead analyst in energy compliance for design-oriented projects• Published 50+ articles on California energy compliance and building performance | | |

TOOLS AND TECHNOLOGIES

Adobe Creative Suite, Adobe FrameMaker, Solidworks Composer 3D, RoboHelp, Webworks, Wordpress, Microsoft Office, Confluence. Working knowledge of Mac OS, Windows, UNIX, SQL. Currently taking courses in JavaScript, jQuery, Angular JS, and other technologies.

PUBLISHED ARTICLES

<http://thearchitectstake.com/>

<http://greencomplianceplus.markenglisharchitects.com/>

ONLINE PORTFOLIO

<https://artbefore-science.com/portfolio/>

HONORS AND AWARDS

2013, Society for Technical Communication, Touchstone Competition, Excellence (4 submissions)

2014, Society for Technical Communication, International Award of Excellence (1 award)

2015, Touchstone Competition, Excellence, *Material Hoist Operations Manual* and *ZS Peak Installation Manual*

2016, Contributor to Best In Show, *Material Hoist Training Video* (submitted by Brett Millar)

2016, Society for Technical Communication, International Award of Distinguished, *ZS Peak Installation Manual*

EDUCATION

B.A. Oberlin College, East Asian Studies

PROFESSIONAL

Touchstone Competition participant and judge; Society for Technical Communication Programs and featured presenter; American Institute of Architects Small Firms Committee