

MICHELLE NERSESIAN TRAVIS

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OVERVIEW OF QUALIFICATIONS

- Versatile, creative, and detail-oriented Technical Writing professional with comprehensive background in developing tutorials, user guides, presentations, technical documentation, requirements and business documentation, adaptable to multiple frameworks.
- Hands-on leader experienced in content/knowledge management, including standardization, document adaption based on audience, and collaboration across departments.
- Proven ability to produce quality documents leveraging Subject Matter Expert (SME) interviews and research.
- Adept at production for the online industry ranging from concept development to storyboarding to rollout utilizing RPG (role playing game), MMORPG (massive multiplayer online role playing game), and Web 2.0 experience (blogs, wikis, RSS feeds, YouTube).

TECHNICAL SKILLS

SOFTWARE APPLICATIONS: Adobe Acrobat, Dreamweaver, FrameMaker, Photoshop, RoboHelp, CA Clarity, Camtasia Studio, Firefox, FRAPS, Internet Explorer, MS Office Suite (Excel, Outlook/Express, Word), Visio, LiveMeeting, PowerPoint, Publisher, Project Studio, SharePoint, Sony Acid Music Studio, Sound Forge Studio, Vegas Movie Studio, TechSmith SnagIt, VirtualDub, HTML, XHTML, CSS

CERTIFICATION, ITIL Foundations v3

EMPLOYMENT HISTORY

Microsoft, Inc., Redmond, Washington

Nov 2010 – present

Technical Writer (Contracted through Chameleon Technologies, Inc.)

Create, review, edit, and finalize documentation across multiple levels of advanced technical and business support. Analyze and improve documentation requirements and standards prior to and during system conversion to facilitate company-wide content/knowledge management.

- Design and implement guides, quality standards, and project tracking on documentation creation/editing including template development, submission guidelines, SOP/TSG standards, tagging system, and style format.
- Migrated 1000+ troubleshooting guides (TSGs), standard operating procedures (SOPs), policies, graphics, and workflows to new documentation repository, assessing for accuracy and validity prior to migration.
- All-Star Award for Q1 2011 for job performance.
- Recognized for outstanding contributions to documentation conversion project.
- Reduced estimated project deadlines by almost 60% with improved documentation workflow.

Apollo Group, Inc., Phoenix, Arizona

Mar 2008 – Oct 2009

Technical Writer, Business Analyst

Developed process design and policies including requirements documents, technical specifications, and templates for cross-functional business sponsors. Reviewed mapping documentation throughout business requirements and technical specification development for system conversion.

EMPLOYMENT HISTORY, continued

- Designed workflow management and quality standards for project integration efforts.
- Reduced work turnaround timelines 50% leveraging feedback from business sponsors and process owners.
- Delivered in-depth root cause analysis and fix recommendations for all issues and business impacts relevant to Technical Documentation team.
- Designed and implemented internal style guide including template development, editing levels, glossary/acronym list, and style format.

Go Daddy Software, Inc., Scottsdale, Arizona

Mar 2005 – Dec 2007

Technical Writer

- Created 200+ Online Help Center articles, Getting Started Guides, and visual walkthroughs plus product text for Go Daddy products and services (aimed at customers/end-users), plus technical/developer-audience product documentation.
- Collaborated with project team to transition Help database content from legacy RoboHelp solution to newly enhanced XHTML website system application.
- Verified 1,000+ articles for data integrity, link resolutions and grammar accuracy.
- Partnered with business units for quality assurance testing for user interfaces, product development and account management (high profile).
- Coordinated deployment for product releases in conjunction with configuration management.

ONGOING PROJECTS

Samuraiko Productions, Phoenix, Arizona/Lynnwood, Washington

Nov 2003 – present

Videographer, Production Operations

Launched video production company supporting artistic and creative direction for clients and partners. Provide concept development, storyboards and finished videos for diverse client base. Developed supplier network for royalty-free and license-free digital media.

- Currently contracted by Spacetime Studios to create and produce online commercials for their mobile MMORPGs *Pocket Legends* and *Star Legends* (including graphic design, sound editing, music/font research, etc.)
- Serve as creative consultant across live event and multi-camera shoots. Directed scouting, resource planning and production efforts for on-location projects.
- Material delivery for gaming industry includes online trailers, along with BETA game involvement (*Aion*, *Auditorium*, *City of Heroes/City of Villains*, *Earth Eternal*, *RIFT*).
- Designed, edited, and produced storyboards and official online trailer for SparkPlay Media's BETA launch of the MMORPG *Earth Eternal*.
- Designed, edited, and produced online trailer for the Real World Hero 2010 Charity Event.
- Directed and created tribute videos for United States Pageant (2008-2011) including title creation, graphic design and sound editing.
- Recognized five times by Massively.com for achievement in *City of Heroes* machinima.

ACADEMIC BACKGROUND

APOLLO CORPORATE UNIVERSITY, Phoenix, Arizona ~ **Continuing Education Classes, 2008-2009**UNIVERSITY OF ARIZONA, Tucson, Arizona ~ **Master of Arts, Special Education – Deaf Studies, 2002**UNIVERSITY OF ARIZONA, Tucson, Arizona ~ **Bachelor of Arts, Creative Writing/Classics, 1996**