AUGUSTINA BLAIR

TECHNICAL COMMUNICATIONS PROFESSIONAL

www.augustinalareina.com
augustinalareina@gmail.com

SUMMARY OF QUALIFICATIONS

- **Broad technical frame of reference:** Strong knowledge of computer programming. Experience with reading and maintaining code, object-oriented programming and theory (Python, Java, C++), data modeling and database development (Linux, Perl, SQL, PHP). History of taking on diverse roles as situations have warranted. Offers an eclectic scope of understanding and technical savvy that facilitates organizational success.
- **Communications strengths:** A thoughtful and precise communicator, continually seeking greater insight into why people misunderstand. Conveys complex technical information in relatable terms to any audience. Experience establishing liaison with internal and external clients as a document specialist, systems engineer, developer support specialist and self-employed as a freelance consultant.
- **Technical writing talent:** Has continually positioned self as technical writing and documentation SME. Works cross-departmentally to create end user systems documentation, training materials, packaging guides for developers, and installation guides for product releases. Recognized as a "go-to" for developing concise and universally relatable content; created content used by Adobe to train India team members.
- **Web development & design experience:** Background in web development and user interface design, using XML, Photoshop, CSS, JavaScript, Perl, Python, and PHP. Understands correlation between effective design and creative use of graphics with usability.
- **Innovative, dedicated with a passion for learning.** Known for learning new languages, systems, and software quickly. Leverages professional development to enhance own effectiveness to an organization.

AREAS OF KNOWLEDGE OR EXPERTISE

- Technical Writing
- Documentation Development
- Object Oriented Prgming.
- Web Development
- Data Modeling
- Free Open Source Software

PROFESSIONAL EXPERIENCE

Marchex, Inc. (11/09 – Present)

Technical Writer, via Chameleon Technologies
Documenting Voicestar XML-RPC API to ensure technical accuracy and completeness. Development of code samples to validate API code (Perl) and to find additional undocumented features. Collaborating with engineers and customer support to ensure quality and usefulness of documentation. Maintaining scope and timeline of project work to ensure timeliness of deliverables.

Various Open Source Software Projects (06/09 – Present)

Documentation Specialist/Project Team Member
Serving in a part-time community role with open source projects including the Ubuntu Linux Documentation Project and the Mozilla Developer Center. Contributions include USB Startup Disk documentation, Ubuntu Packaging Guide, and XUL tutorials.

PROFESSIONAL EXPERIENCE *Continued*

Adobe Systems, Inc. (01/07 – 06/09 & 02/04 – 08/05)

Adobe InDesign Release Engineer (10/08-06/09)
Key InDesign contributor and member of team, concurrently serving in NOC capacity. Contributions included maintaining and updating build automation via Perl, creating and editing build system documentation for use by Engineering and QA departments, and tool development in Flex and XML.

Adobe IT Network Operations Center Engineer (11/07-06/09)
Charged with monitoring global production systems and managing incident handling process during system outages. Developing numerous tools resulting in daily process streamlining via Perl, PHP, and Python. "Go-to" for creation of cross-departmental tool specification documents in Customer Care and other operational areas. Creating training materials via Word, Adobe Captivate, and wikis.

Adobe Developer Support System Engineer, via Manpower (01/07-11/07)
Development of custom reports and reporting automation via Perl and Excel. Leading migration of FileMaker Pro database to MySQL, resulting in streamlined reporting. Development of web-based user interface to access MySQL via AJAX, PHP, and Perl.

(02/04-08/05) Supporting internal FileMaker-based CRM system. Development of reporting for detailed CRM data analysis in Excel. Documentation of system-level functions, defining use cases, and creating architecture and collaboration diagrams.

FREELANCE CONSULTING EXPERIENCE

Web Site Development / Marketing & Business Development (08/02-08/07)
In a variety of roles and professional environments for a range of clients, providing freelance consulting services. Developing web sites via PHP, JSP; creating and repairing web graphics via Photoshop. Identifying client needs and working diligently to understand their business and communications objectives. Writing advertising copy, designing promotional materials, zines, and chapbooks.

VOLUNTEER EXPERIENCE

Seattle LinuxChix
Group Coordinator and active participant in this group of female Seattle Linux enthusiasts, providing a forum for information, knowledge, and creative idea exchange.

Ubuntu Documentation Project
Contributing broad technical knowledge, primarily in the areas of technical writing, general technical communication, and documentation for critical product launches.

Mozilla Developer Center
Applying web development experience to technical editing and reviewing of Mozilla developer documentation.

EDUCATION

Technical Communication Certificate, Bellevue College, Bellevue, WA
BS/BA, Computer Science & Anthropology, Evergreen State College, Olympia, WA
Coursework in Anthropology, Kansas State University, Manhattan, KS

Excellent references available upon request