

# Sara Stewart

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**Key Skills: Technical writing/editing, content and information management, documentation project management, software testing, web technologies**

## Experience

**Freelance Technical Writer/Editor**, various clients, various years - Present

- Created a set of internal business processes involving procurement/fulfillment, technical support, and **user assistance** to support a new help portal and ticketing system, including process flow diagrams using Visio.
- Provided editorial, specialty writing, communications consulting, and other services to clients as required.

**Contract Technical Writer (Wealth Management)**, London Life, 1 May - 31 August, 2015

- **Led documentation needs assessment** for the HelloLife web application in development
- Delivered documentation as requested and specified (**user guides** for end users and financial advisors, **technical overview**, **FAQs**); assisted with knowledge base article (KBA) development
- **Liaised with** project managers, testers, technical staff, financial advisors, and other staff to obtain required information, project updates, and documentation

**Technical Writer/Editor**, NDS Technologies/Cisco Systems Canada, November 2011 - October, 2014

- **Lead writer** for North American cable television projects in Professional Services,
- Wrote or edited **in-program help**, **user documentation**, **architecture documents**, specifications and **technical data sheets**, **release notes**, procedures, **presales collateral**, and other documentation for Linux and Windows systems
- Wrote and edited documentation for NDS Unified Headend/Cisco Videoscape, involving headend/**network infrastructure**, and **cloud-based** service, such as **architecture**, Universal Headend Operations Manual, protocol (**JSON**, **SOAP**, **RESTful** systems, ATSC transport streams) documentation, for **Windows/Linux** systems;
- **Assisted colleagues** with software and documentation training, including **instruction on a proprietary authoring tool and CMS**, editorial advice, information management, and enforcing **proper use of templates**, **company standards**, and document storage, as well as **company writing guidelines**;
- Worked with **cross-functional**, **international**, and **multilingual** teams in Israel, India, England, and the United States;
- Participated in multiuser **beta- and alpha-testing** of the authoring and single-sourcing tools

**Technical Writer/Editor/Software Tester**, LBMX, February 2007 - June, 2010

- **Delivered complete in-program and online help systems** for six applications (end-to-end EDI-based business document processing) using RoboHelp HTML and Camtasia Studio.
- Developed **internal instructional and training materials**, **client how-tos** and quick-start guides, and provided editorial assistance on client-facing materials.
- Created a **suite of training videos** to assist users in learning the web-based EDI application.

- Created and submitted bug reports, change requests, and **interface redesign/UI copy** suggestions.
- **Tested** approximately 80% of LBMX's software/EDI issues over a period of approximately one year, assisted with testing for a further year and a half.
- Coordinated EDI transactions, often in **French**.

**Technical Writer/Editor**, The EHS Corporation/Don Sayers Associates, December 2001-Oct., 2003.

- Wrote **sixteen online courseware modules** for the University of Fredericton's Certificate in Health, Safety, and Environmental Processes – Safety Management, Incident Investigation, and Inferential Statistics for Occupational Health and Safety.
- Developed internal manuals for procedures and a proprietary online database system.
- Performed document management for 40 000 documents, MSDS updating, information gathering, research, and reporting as necessary.

## Education

MA in Language and Professional Writing, University of Waterloo, 1999.  
Honours BA in English Literature, University of Western Ontario, 1997.

## Other Skills

**General Software:** MS Office, Acrobat, WebEx, Audacity, some experience with MS SQL Server/SQL query writing, VMWare, Cisco Jabber Client, WebEx, Skype, Cisco VPN.

**Technical Writing Software:** RoboHelp, SnagIt, HTML Help Workshop, Madcap Flare, Enterprise Architect, Camtasia Studio

**Web Technologies:** HTML, XML, some experience with CSS, FTP clients, major web browsers on Windows/Android, web documentation/page testing,

**Content Management/Version Control Software:** Sage CRM, Visual SourceSafe, Tortoise SVN, WorksiteMP, Confluence

**Editorial and Publishing:** Copy-editing, proofreading, fact-checking, template and standards use and enforcement, document management.

**Methodologies:** Structured documentation, document design, visual/textual rhetoric, information management, single-sourcing

**EDI and Markup Languages:** HTML, XML, ANSI X12 format and map guides.

**Language Skills:** Fluent English, conversational French and Hebrew, basic Spanish.

**Teaching and Training:** Graduate-level courses in adult education, worked as a teaching assistant at Waterloo, developed course material used at the University of Fredericton, taught business English at Fanshawe College, peer mentoring, lunch-and-learns, remote and in-person delivery.

## References

**Rachael Noye**, AVP Wealth Management Product Marketing, London Life  
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