

# Denise Harris

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Aurora, CO | mdiaharris@yahoo.com

## Objective

I am passionate about communications: precise, accurate, and meaningful written communications. Each company, no matter its purpose, demonstrates its attention to detail and competency by the communications it shares via website, email, and social media feed. As a technical writer and copy editor, my sole objective is to present the most professional, polished face of my organization.

## Education

### **MASTER OF SCIENCE | MAY 2022 | ARIZONA STATE UNIVERSITY**

- Major: Technical Communications
- Related coursework: Technical Editing, Visual Design, Web Authoring

### **BACHELOR OF ARTS | DECEMBER 2018 | UNIVERSITY OF COLORADO - DENVER**

- Major: English Writing
- Related coursework: Business Writing, Rhetorical Grammar, The Study of Language

## Skills & Abilities

### **WRITING**

### **EDITING**

### **MICROSOFT OFFICE SUITE**

### **ADOBE CREATIVE CLOUD**

## Experience

### **ENGINEERING SERVICES MANAGER/TECHNICAL WRITER III | SIERRA NEVADA CORPORATION | DECEMBER 2018-PRESENT**

#### **Secret Clearance**

- Develop and organize complex technical documentation content to achieve strategic objectives
- Prepare documentation with minimal input (written or verbal) from subject matter experts, such as design engineers and program managers, to prepare initial drafts and templates
- Create and maintain documentation templates, layout guides, and graphics resources

- Use advanced techniques for reviewing, editing, and formatting proposals, marketing communications, and other organizational documents
- Use Microsoft Office suite (Word, Excel, PowerPoint) and Adobe publishing tools, for editing, layout, and production of technical documents, including graphics, tables, and other embedded content
- Lead a team of seven Technical Writers/Editors in the Engineering Services department
- Utilize Concur travel system to make travel arrangements, create travel authorization reports, and submit expense reports
- Assisted and provided training during a digital transformation effort when the organization transitioned to a Product Lifecycle Management (PLM) tool

**MARKETING COORDINATOR | COLORADO NATIONAL GUARD | AUGUST 2017–DECEMBER 2018**

- Branded Colorado National Guard Family Program Office
- Assisted in the development and implementation of marketing plans
- Utilized both print and digital media in product development
- Built and maintained website
- Produced weekly and quarterly newsletters
- Created and distributed marketing materials to meet client needs
- Maintained communication with clients during every stage of product development
- Operated within strict deadlines to meet schedule and budget constraints
- Partnered with other department heads to support marketing goals
- Developed and oversaw marketing changes and training
- Configured marketing strategies and implemented marketing tactics to meet participation goals
- Presented completed projects and utilized problem solving strategies based on customer feedback
- Trained staff, as needed

**FAMILY ASSISTANCE SPECIALIST | COLORADO NATIONAL GUARD | MAY 2013–AUGUST 2017**

- Provided resources and assistance to Service Members and their Families during all stages of the deployment cycle
- Facilitated on-going communication to military Families, especially during deployments to provide information and support
- Collaborated with community partners to assess and improve services to Service Members and Families
- Supported Family Readiness Group volunteers in collecting and disseminating information
- Utilized Concur travel system to make travel arrangements, create travel authorization reports, and submit expense reports, including itemized After-Action Reports
- Coordinated and facilitated meetings with internal staff, external Command staff, and various levels of volunteer support

- Planned special events including annual State Training; pre-, mid-, and post-deployment Yellow Ribbon Events; and various community events
- Maintained database containing sensitive military data according to specific Army National Guard Bureau regulations
- Created official documents, including quarterly Joining Community Forces newsletter, Council of Accreditation files, data intake forms, event summaries, and meeting agendas/minutes
- Composed memos at the request of Soldiers and Family members, acting as an advocate on their behalf
- Edited documents including newsletters, memos, and official government emails
- Created Business Writing training for staff, presenting ongoing training updates
- Created and presented audiovisual briefings to individuals and groups per Program Manager guidance
- Initiated creation of an automated database to streamline data collection processes
- Updated publications according to current Army regulations