

Shad Bolling

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Specialties

Technical writing, communication, documentation, black box software Quality Assurance (QA), media analysis

Summary

I enjoy working with people to deliver excellent products, including quality documentation, software QA, and customer service. My Geophysics and English education helped me develop writing and communication skills with an emphasis in science and technology, while my work experience has given me software industry knowledge, project management experience, as well as quality assurance and technical support skills. I am computer and technology literate, experienced in media research and analysis, and enjoy problem solving. I am hard working, creative, have lots of initiative, and establish extremely effective working relationships with coworkers and clients.

Experience**Technical writer / media analyst (Freelance Consultant) July 2009 – Present (1 month)**

I strive to be a community (client/user) advocate, a blog / screencast / podcast / website / wiki evangelist, and an idea generator.

Content / Quality Assurance Technician at Concentric Sky, Inc. January 2007 – Present (2 years 7 months)

I perform (as needed) contract software quality assurance and light content creation for an online course management system (CMS) -- Cengage Learning.

Writer / Media / Documentation Specialist at EarthSoft Inc. September 2006 – July 2009 (2 years 11 months)

I was responsible for technical writing, assisting with marketing and proposal writing, and creating user and training documentation. I also managed the company's (Confluence) wiki, Web page, forums, and webinars. While there, I also researched screencasting software, mail marketing (newsletter) software, Content Management System (CMS) applications, Twitter best practices, and other ways to deliver support to clients.

Technical / Proposal / Marketing Writer at Lunar Logic Inc. August 2005 – August 2006 (1 year 1 month)

I was responsible for copyediting, composition, and publication of proposals responding to government and private Requests for Proposals (RFPs). I also provided proposal and Statement of Work support to other internal departments. I performed marketing research and analysis, and assisted with website copyediting and composition. I produced and assembled Thomson Learning Equation (TLE) quizzes and learning materials.

Quality Assurance Technician Lead at Lunar Logic Inc. March 2005 – August 2005 (6 months)

In addition to the responsibilities of a QA Technician, I assisted the QA Manager with assigning projects to the Auxiliary Special Projects QA team and serving as a liaison between the team and other employees, including developers, project managers, and other departments.

Quality Assurance Technician at Lunar Logic Inc. April 2004 – March 2005 (1 year)

I performed quality assurance testing on educational software by: insuring functionality of online and CD textbook assignments, quizzes and instructional applets; confirming accuracy of grading; proofreading for typos and validity; and providing attention to detail, thorough evaluation, and examination of instruction from a user's perspective.

Technical Support Agent at Stream.com October 2003 – April 2004 (7 months)

I provided Norton AntiVirus, Norton Personal Firewall, Norton AntiSpam, and Norton Internet Security support to customers via phone and email. This support focused on Windows operating system, software installation, troubleshooting, and virus problems. I received compliments for my thorough and considerate communication skills.

Computer Operations Technician at Virginia Tech Test Scoring Services November 2000 – August 2003 (2 years 10 months)

I assisted Virginia Tech staff with gathering test and research data and interpretation of statistical results. Used a NCS Opscan scanner to scan tests, research, and instructor evaluation data and processed them with FORTRAN and SAS. Worked with diverse groups of people of varying levels of English-speaking abilities.

Education

Virginia Polytechnic Institute and State University

- **B.S., Geophysics** with a focus on Engineering, Math, and Groundwater Hydrology
- **B.A., English** with a focus on Creative Writing and Appalachian Literature