Carolyn D. Collins

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**PROFESSIONAL SUMMARY**

* 5 years of experience writing and editing technical documents, including process documentation, user manuals, white papers, Web content, templates, tutorials, and reports.
* Adept at working with subject-matter experts to obtain information, identify key data and audiences, and craft documents that are user-friendly and concise.
* Proficient with formatting programs and content management systems.
* Leverages training in computer science to write for highly technical audiences.

**PROFESSIONAL EXPERIENCE**

**SuperDroid Robots, Fuquay-Varina, NC 2017 – 2019**

**Technical Writer** for leading robotics engineering company

* Create, modify, and publish product descriptions and specifications on production website with over 1700 items.
* Create and update white pages, product manuals and online support pages.
* Develop new marketing opportunities to support business needs. Heavily involved with digital marketing initiatives including email marketing, digital ad buying, content creation.
* Directly monitor and create content for all social media accounts including Twitter, LinkedIn, Facebook, Instagram, and YouTube.

**EnterScape, New Albany, KY 2017 – 2017**

**Technical Consultant** for innovative utility management company

* Perform WordPress site migration from cPanel to Godaddy, setup SSL certificate, consult on MSSQL transaction log shipping configuration.
* Consult client on .NET site security concerns.

**Freelance Web Designer, Willow Spring, NC**  **2014 – PRESENT**

**Independent Consultant**

* Design, host, and maintain websites for five clients. Migrated 5 websites from Windows web server to Linux web server.
* Utilize exceptional technical and communication skills to discuss business requirements with clients. Perform duties within scheduled timeframe and stay within budget.
* Perform MySQL database back-ups in PhpMyAdmin and server-side back-ups.
* Conduct risk analysis on websites and recommend website security standards; prepare optimization and analysis reports.
* Skilled at finding and resolving bugs and errors in code.

**TECHNICAL EXPERIENCE**

**Programs:** MS Office Suite, Project, SQL Server Management Studio, Visual Studio 2010, WordPress, Photoshop, Adobe FrameMaker

**Databases:** SQL Server 2008, 2012, 2014, 2016; MySQL, Oracle, MS Access, SharePoint

**Languages:** PHP, ASP.NET, XML, HTML, C, C#, C++

**Operating Systems:** Windows 7, 8, 10, Linux

**EDUCATION**

Bachelor of Science in Computer Security, Concentration in Database Technology (2016)

Strayer University, Raleigh, NC

Associates of Applied Science in Database Management (2013)

Wake Technical Community College, Raleigh, NC

**PROFESSIONAL CERTIFICATIONS**

North Carolina Notary Public (Commission expires May 8, 2024)