

# Patricia Hubbert

## Technical Writer & Editor

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## EXPERIENCE

### Technical Writing & Editing

*Spring 2021*

Provided customer support for the Medford School District help desk by analyzing and solving user problems. Created help desk tickets and wrote solutions. Created MS Excel spreadsheets to analyze and quantify UX issues for use in a future user FAQ database.

*Spring 2021*

Conducted a UX study for the Portland State University English Department to evaluate the usability of its website. Research tools used in the study included surveys, interviews, recruitment, user profiles and personas.

*Spring 2021*

Created South Medford High School Computer Lab Assistant Roles & Responsibilities guide and Edgenuity (student educational software) user guide.

*Fall 2020*

Created South Medford High School student user guide for CareerSafe - OSHA automotive safety educational software.

*Spring 2020 to Fall 2020*

Created sample product data sheets in easyDITA and a user's guide "How to Use easyDITA" actually using the software easyDITA.

### Project Management

*Fall 2019 - Spring 2021*

Coordinated student achievement in Edgenuity for South Medford High School students. Provided technical support to students. Managed student progress and communicated with counselors.

*Fall 2020*

Coordinated the classroom roll-out of CareerSafe for South Medford High School students. Provided technical support to students. Ensured students completed the course by deadline.

### Content Development

*Fall 2020*

Created technical content for the website development of National Science Foundation grant recipients Dr. Anne Thompson (Portland State) and Dr. Kelly Sutherland. (University of Oregon).

*Summer 2020*

Part of a team that created content for the Ooligan Press social media strategy document for the novel *Finding the Vein* by Jennifer Hanlon Wilde (published April 2021).

*Winter 2018*

Created content for The Hillcrest Committee, a charitable organization in Medford, Oregon. Updated the roles and responsibilities guides for the president and the program auction committee.

### Graphic Design

*Fall 2018 - Summer 2021*

Created marketing materials as chair of the marketing and fundraising committee of the Medford Schools Foundation. Materials included posters, flyers, grant applications, and more.

*Fall 2018 - Summer 2021*

Created the content for The Hillcrest Committee auction program for their yearly fundraising event.

*Winter 2020*

Created logos, posters, menus, and a magazine layout as a Portland State University student.

## Technical Skills

MS Office Suite	DITA/XML
Google Suite	HTML, CSS
Slack	Javascript
Trello Scrum Board	easyDITA
Zoom	DITA OT
Muse Affinity Group	Notepad++
	Stack Overflow
Adobe PhotoShop	Weebly
Adobe Illustrator	Wix
Adobe InDesign	Squarespace
MS Publisher	Acquia Drupal
Canva	Google Analytics
AP, MLA and MS	Hubspot
Style Guides	Syncsmart.io

## Personal Characteristics

Time Management  
Collaborative  
Subject Matter Research  
Audience Analysis  
Attention to Detail  
Problem Solver  
Cooperative  
Flexible  
Responsible  
Organized  
Creative Team Player

## Employment History

*Help Desk Tech - 2021*

*Computer Lab Assistant - 2019-2021*

South Medford High School  
Medford, Oregon

*Board Member - 2019-Present*

Medford Schools Foundation  
Medford, Oregon

*Auction Program Chair - 2018 - Present*

The Hillcrest Committee  
Medford, Oregon

## Education

MS - Technical and Professional Writing  
Portland State University  
June 2021

MA - National Security Studies  
Georgetown University  
June 1993

BA - International Studies  
The American University  
June 1988