

Danielle Shaw

Supported Applications

Microsoft Office 2003/XP/2000
Windows XP/2000/98/NT/DOS
Red Hat Linux 9/Fedora Core 4
Windows Server 2003/2000
Active Directory
Macromedia Dreamweaver 8/MX
Adobe PhotoShop CS2/CS/7/6
Microsoft Visual Basic.NET 2005
Macromedia Flash 8/MX/5
Adobe PageMaker

Netscape Navigator/Mail/Calendar
Basic Unix and Mainframe Operations
Enterprise Administrator
Internet Explorer/Outlook Express
Palm Pilot III/V
PHP & Java Programming
Macromedia Cold Fusion MX
Knowledge Bridge Client
Microsoft FrontPage 2003
Oracle 9i Forms Builder

Work Experience

5/2001 - Present Course Technology / NetGuru Systems
Technical Editor (in addition to QA Engineer)

Boston, MA

www.course.com

- Ensure the technical accuracy of the material
- Represent editing concerns on the teams for assigned projects
- Simulate and test the written procedures using the software and/or hardware
- Research the veracity of conceptual material
- Generate training materials for upcoming projects for the QA department

Manuscript Quality Assurance Engineer

- Ensure a seamless interaction between the published text and software
- Verify that each step, reference, and figure dealing with the software is correct
- Determine the root cause of each problem encountered and offer possible solutions
- Bring an advanced level of knowledge to a problem to further assist the author
- Work closely with the authors simulating the role of both tester and teacher
- Create and distribute a detailed Error Report listing errors as well as suggestions

2/2000 – 5/2001 Stream International Inc. / Morgan Stanley

Technical Support Mentor

Canton, MA

www.stream.com

- Provide 2nd level mentor support for Technical Support Agents
- Inspect and confirm call documentation of Technical Support Agents
- Research and troubleshoot issues in coordination with Technical Support Agents
- Participate in application roll-out and beta testing
- Train and educate Technical Support Agents accordingly

Technical Support Agent

- Provide prompt, technical frontline pc support, in a demanding financial environment
- Diagnose, troubleshoot, and resolve hardware and software issues
- Create and modify NT, Mainframe, Email and Unix accounts
- Configure network printers for use with Windows and Mainframe operations

5/1998 – 2/2000 U S Laboratory / Sun Alliance

Assistant Client Service Manager

Brockton, MA

www.sunh.com

- Supervise and oversee customer service staff
- Act as a liaison between upper management and health care providers
- Assist clients and co-workers with MIS inquiries and difficulties

Education

1996 - 1998
Liberal Arts Associate Degree

Colby – Sawyer College

New London, NH