TAMIKA MULCAHY

TECHNICAL COMMUNICATIONS SPECIALIST

CONTACT

☎ (720) 507-1719

✉ TLM80134@gmail.com

KNOW-HOW

SKILLS

TECHNICAL WRITING	UI/UX DESIGN
WIREFRAMING	BUS. ANALYSIS CONTENT
PROJECT MGMT.	MGMT
BRANDING	GRAPHIC DESIGN
WEB DESIGN	PROTOTYPING
SOFTWARE DEV.	DOCUMENT DESIGN
JAVA/C++	IT PROCUREMENT
KNOWLEDGE BASE	PLAIN BUS. LANG.
CONTENT WRITING	LANGUAGE STRATEGY
AGILE	HTML/HTML5
CSS	XML

SOFTWARE EXPERIENCE

DOCUMENTUM	FRAME MAKER
SMARTSHEET	WINDOWS/MAC OS
JIRA	LUCID CHART
SERVICENOW	FRONTPAGE
SHAREPOINT	DREAMWEAVER
VISIO	FRONTPAGE
POWERPOINT	PROJECT
ACCESS	EXCEL
INFOPATH	OUTLOOK
ONENOTE	NOTEPAD++
GOOGLE DOCS	WINDOWS MOVIE MAKER
ACROBAT PRO	FILMORA
WIX	WEEBLY

EDUCATION

MASTER OF PROJECT MANAGEMENT (MPM)
2013

BACHELOR OF SCIENCE
COMPUTER SCIENCE ENGINEERING
2007

SUMMARY

Technical Communications Specialist with over 10 years of expertise in Human Resources, Federal Government, Non-Profit, IT, Finance, and Telecommunications; holding a Master's in Project Management and Bachelor's in Computer Science Engineering, with additional education in HR and Applied Mathematics.

WORK EXPERIENCE

LEAD HR WRITER
Arrow Electronics (2018 - 2019)
Managed the Human Resource Department's global knowledge base development, content, and delivery using SharePoint and Smartsheet in preparation for Service Now. Developed a language strategy for globalization. Standardized, edited, and published branded articles. Developed style guides and templates. Developed Smartsheet workflows, trackers, and dashboards for knowledge base reporting, editing, and escalations.

LEAD TECHNICAL WRITER
Charter Communications (2017)
Developed all technical writing documentation for the GIS Development Team. Developed and managed companywide user manual for their enterprise procurement application via JIRA using agile methodologies. Assisted with any SharePoint content management needs.

SENIOR TECHNICAL WRITER
Wells Fargo (2016 – 2017)
Developed a Communication Plan for the Wells Fargo Security and Soundness Program. Maintained all technical writing needs for the entire Security and Vulnerability Department. Managed content and permissions for multiple SharePoint Site Collections. Collaborated with team members to produce functional month end reporting.

BUSINESS ANALYST
Mercy Housing (2013 – 2015)
Teamed with Project Managers on SharePoint 2007 to 2013 migration. Assisted with the Human Resources Department's transition to ADP, and with virtualizing their API. Designed SharePoint pages for all departments and offsite locations. Provided quick solution development, change requests management, project coordination, and end-user training. Daily activities also included wireframing, UX/UI design, SharePoint development/design, requirements gathering, and technical writing.

TELECOM PROJECT COORDINATOR
Mercy Housing (2012 – 2013)
Managed all IT pricing/negotiations and onsite coordination of projects from conception to completion. Handled billing, PO processing, invoicing/reconciliation, SOW, and liaise. Worked with the IT Service Desk to streamline communication, maintain excellent service record, achieve SLA, and seamless transitions for all projects.

FEDERAL PROJECT COORDINATOR
EBS Corporation (2011 – 2012)
Gathered GSA Scheduling requirements for a federal training portal project. Worked with developers to understand business and functional requirements and to ensure timely completion. Daily responsibilities also included cost analysis, project planning, vendor management, and cloud storage.

SOFTWARE ENGINEER
Cayuse Technologies (2009 – 2010)
Lead an AT&T federal project with developing desktop applications to streamline production with reporting and gathering information from various government websites. Development of these applications involved screen scraping, process automation, reverse engineering, application testing, technical writing, and SME training. Programing languages used: JAVA + C++.