


Bethany Aguad

794 Indigo St. SE Palm Bay, FL 32909 

321-213-2752 

bethanyaguad@gmail.com 

www.linkedin.com/in/bethanyaguad 

Skills

- Technical writing, editing, and developing documentation standards
- Topic-based authoring and single-sourcing to produce content in HTML and CSS
- Information architecture including site concept, strategy, and target audience
- Source control management across product lines
- Business process improvement to provide immediate and long-term organizational value
- Content strategy to leverage high-quality content
- Managing multiple, competing priorities in collaboration with stakeholders
- Leveraging tools to solve problems and deliver results

Software Proficiencies

- MadCap Authoring and Management System (Central/Git, Flare, Capture, Mimic, Contributor)
- Microsoft Office (Word, Excel, Access, Visio, Publisher, PowerPoint)
- Snagit
- Camtasia
- Microsoft SharePoint (Designer, InfoPath)
- Adobe Acrobat
- WordPress
- Confluence (Jira)

Experience

JUNE 2016 – PRESENT

Technical Documentation Specialist / Sagent, Remote

- Supervise technical documentation submissions from a team of fifteen business analysts to ensure content accuracy and compliance with documentation standards across product releases
- Manage document control for over 13,000 individual documents for multiple lending products
- Design, document, and implement an end-to-end process for single-sourcing documentation across the development lifecycle through MadCap Authoring and Management System (AMS) to increase efficiency and eliminate redundancy
- Publish functional guides, user interface documentation, release notes, and online help to client-facing documentation websites through AMS and SQL servers for loan-servicing applications
- Write, review, edit, and format administration and user process documentation to ensure users have up-to-date information and continuously improve documentation based on product feedback
- Create instructional videos and conduct live training sessions on documentation tools and content

- Collaborate with technical writers to apply the latest standards and guidelines for technical communication through a style guide for consistency and clarity

JUNE 2014 – MAY 2016

Technical Communicator / Wyndham Destinations, Orlando, FL

- Wrote, edited, and maintained technical content in Author-it content management system for information technology (IT) team
- Facilitated requirements elicitation sessions and collaborated with SMEs in Agile process
- Established relationships with IT Units and business partners to improve communication procedures
- Supported IT SharePoint sites as a site administrator

AUGUST 2013 – MAY 2014

Technical Writer / University of Central Florida (UCF) Office of Research and Commercialization, Orlando, FL

- Wrote marketing tech sheets to license patents
- Reviewed, revised, and edited tech sheets in collaboration with technology transfer team
- Researched technologies patented by UCF inventors

AUGUST 2012 – JUN 2013

Curriculum and Scheduling Graduate Assistant / UCF College of Arts and Humanities, Orlando, FL

- Edited academic course catalog used by students to make course selections
- Compiled, created, and presented detailed data on student credit hours
- Built courses in PeopleSoft for student enrollment

Education

MAY 2015

Master of Arts in English: Technical Communication / UCF, Orlando, FL

- President of the Future Technical Communicators Student Club

MAY 2012

Bachelor of Arts in English: Technical Communication / UCF, Orlando, FL

- Graduated Summa Cum Laude
- Minor in Cognitive Sciences

- Mellissa Pellegrin Memorial Scholarship Recipient
 - President of the Zeta Xi Chapter of Sigma Tau Delta (International English Honor Society)
-

Activities

- Society for Technical Communication, 2011-Present
 - Director on the international Society Board of Directors (2019-2021)
 - Florida Chapter President (2019-Present)
 - Education Committee Co-Chair (2020-Present)
 - Mentoring Program Co-chair (2015-Present)
 - Presented at international conference in 2012, 2013, and 2018
- Adjunct Professor at University of Central Florida, 2019
 - Taught "Writing for Technical Professionals" course