

# LORELEI J. LOGSDON

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## SUMMARY

Detail-oriented communications specialist with 15 years of technical writing experience and ample online technical knowledge. Skilled at HTML hand-coding, graphics modification, desktop publishing, and both technical and creative writing. Strengths include leadership, initiative, adaptability, ability to learn software systems quickly, customer service, problem-solving, systematizing, follow-through, and written persuasion.

## EDUCATION

**MA, English – Technical and Professional Communication** **2011**  
East Carolina University

**BA, Communication Studies** **2007**  
University of Maryland University College  
*Magna Cum Laude*

## COMPUTER SKILLS

<b>Web Development</b>	HTML (hand-coded), CSS, JavaScript
<b>Graphics/Layout</b>	Adobe Illustrator, Pagemaker, InDesign CS2, Photoshop, Publisher
<b>MS</b>	Excel, Word, Access, Sharepoint, Outlook
<b>Other</b>	Visual Source Safe, TeamSource, Clientele, Adobe Acrobat, LeapFTP, UltraEdit

## WRITING/EDITING

<b>Author</b>	Mitral Valve Prolapse Syndrome: A Patient's Perspective (Published 2002) Mitral Valve Prolapse Syndrome Support Website (Created 1997)
<b>Editor</b>	General Title & Escrow Company Online Knowledgebase (2003) Learn to Program 2D Games in BlitzBasic (Published 2002) Programming 2D Scrolling Games (Published 2005)

## EXPERIENCE

**SoftPro, Raleigh, NC** **2008 – Present**  
***Documents Specialist***

- Responsible for developing and maintaining high-quality documents for the SoftPro suite of products, using MS Word, Adobe Acrobat, and SoftPro's proprietary development software.
- Provide Quality Assurance check of documents against document package standards.
- Integrate client templates to create customized documents for various document packages.
- Ensure that the data in all assigned documents agree with source documents.
- Proofread, edit, copy-edit, and provide final quality control checks of all documents released.
- Provide documented feedback to developers regarding document compliance.
- Help develop and review Level-II testing and quality control processes for department.
- Assist with testing of latest application and document software releases.
- Assist with preparation of .six files for various SoftPro Select document packages.

- America Online, Dulles, VA** **2007 – 2007**  
***Product Manager, Social Media***
- Designed and wrote creative copy and original graphics for AIM.com Expressions Main page.
  - Wrote weekly blog entries regarding Expressions for the America Online Social Media blog, for the purpose of cross-promotion.
  - Assisted with Quality Assurance testing of new products and software.
- General Title & Escrow Company, Greenbelt, MD** **2002 – 2007**  
***Communications Specialist***
- Created, developed, planned, wrote, edited and maintained instructional documentation for GeneralTitle.net Web site, which made it possible for all Title orders to be sent online.
  - Increased productivity by 75% by innovating online database of multi-state regulations for web access by employees and partner companies.
  - Developed automated closing/settlement documents for use with settlement software.
- Capitol Advantage, Merrifield, VA** **1999 – 2001**  
***HTML Programmer***
- Integrated 25-30 customer websites per week with the company product.
  - Worked as a team to develop new ideas and customer products.
  - Designed and programmed company's former website, CapitolAdvantage.com.
- ENGAGE games online, Irvine, CA** **1996 – 1999**  
***Manager, Customer Services***
- Employed a staff of 14 in charge of supporting all customer inquiries.
  - Supported all ENGAGE games on all gaming platforms, including America Online.
- General Conference of Seventh-day Adventists, Silver Spring, MD** **1995 – 1996**  
***Document Specialist***
- Prepared financial document reports using WordPerfect.
  - Assisted with binding and distributing financial reports from entire Accounting department.
- Constant Contact, Scottsdale, AZ** **1994 – 1995**  
***Desktop Publishing Specialist***
- Created weekly newsletters for all Constant Contact customers using Adobe PageMaker.

PORTFOLIO  
[www.Ljlogsdon.com](http://www.Ljlogsdon.com)