

Sherry P. Snider

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Education

- MA – English; Jacksonville State University, 1995
- BSEd - Secondary Ed., Language Arts - Summa Cum Laude; Jacksonville State University, 1993

Certification

- Alabama Educator: Rank 2, Secondary Education, Language Arts, 1994 – 2002
- Georgia Educator: Master's Certification in English/Secondary Language Arts
- Information Technology MCP, A+, Dell, IBM, Compaq, HP, misc. safety certs

Professional Association

- Secretary/Treasurer - STC (Society for Technical Communication), Birmingham Chapter
- ASTD (American Society for Training and Development) Training Conference 2004 and 2005 attendee

Experience

2007 – Present **Independent Contractor/Contract Technical Writer**

2008, Contract Technical Writer, (Blue Bird Corporation);

Fort Valley, Georgia/Oxford, Alabama; Conversion, update and standardization of previous Quick Reference Catalog from legacy Pagemaker files, tiffs, Word files and manually noted changes and updates required. Final product developed and delivered in Adobe InDesign and other Adobe products (i.e. Illustrator, Photoshop, Acrobat, etc).

2007, Contract Technical Writer, (NABI – North American Bus Industries);

Anniston/Oxford, Alabama; Research, fact verification, customer and engineer inquiry and data collection, writing and illustration provided for Illustrated Parts Catalogs.

Development of procedural standards, documentation of established procedures, steps and techniques, and other duties and services provided as requested.

2002 – 2007 **Technical Writer/Trainer**, IBML (Imaging Business Machines, LLC);

Birmingham, Alabama; Corporate technical writing and training provided for IBML internal and external customers on company products and services, hardware and software in technical, instructional and multimedia formats.

2002 – 2002 **Technical Support Analyst**, United Healthcare/Tribeca;

Birmingham, Alabama; Southeast region technical support for AL, GA, FL, NC, TN, AR, MS, LA, TX, and miscellaneous telecommuters throughout the US. Troubleshooting and instruction provided to users for all hardware, software, legacy AS400 applications, network connectivity (DUN, VPN, LAN, & WAN), and IT related data.

- 1999 – 2002 **Field Service Representative (Deskside Tech Support)**, Honeywell;
Anniston, Alabama; Hardware/software installation, troubleshooting, and repair, PC moves, adds, and changes. As a local site IT contact/coordinator, local IT management requirements include junior network management and administration, help desk management, local systems design and implementation, network connectivity configuration and troubleshooting, research and analysis, server and desktop virus protection, digitization techniques, methods, and storage, disaster recovery planning assistance, networked training systems and lab development/implementation, assistance and training provided to users as needed.
- 1999 – 1999 **Instructor**, Upson Lee High School;
Thomaston, Georgia, Teaching duties - 9th grade English
- 1998 – 1999 **Technical Writer**, Black Creek Integrated Systems Corp.,
Moody, Alabama; Primary duties of position consisted of writing, editing, design, layout, and publication of software documentation (print and electronic). Additional duties included data graphic design and manipulation, beta testing, plc program testing, CAD assistance, and application support.
- 1997 – 1998 **Instructor**, White Plains High School;
White Plains, Alabama; Teaching duties - English to grades 7, 9, 10, and 12 plus an exploratory class in Reading grade 7
- 1996 - 1997 **Instructor/Language & Fine Arts Coordinator**,
Gadsden State Community College, Anniston Center;
Special position created temporarily Normal duties of an English instructor plus function as a pseudo department head for language and fine arts at the Anniston Branch Campus while developing classroom applications and distance learning curriculum applying internet technology (1995 – 1997 also worked on an adjunct basis before and after Instructor position)
- 1995 - 1997 **Adjunct Instructor**, Jacksonville State University,
Jacksonville, Alabama; Teaching duties - various courses in speech, composition, and literature.
- 1994 - 1996 **Center Manager / Certified Instructor**, McDaniel'sTaeKwonDo Plus,
Jacksonville, Alabama; Teach various levels of proficiency in the martial arts to ages 4 and up; When chief instructor was not available, also employed as a Center Manager.
- 1994 - 1995 **ECE Remediator and Tutor**, Jacksonville State University, Center for Individualized Instruction, Jacksonville, Alabama; Provide remediation services to students in preparation for the English Competency Exam; Offer tutorial services to students who need assistance in university English classes.
- Spring 1994 **Substitute Teacher** for the Walker County Board of Education,
LaFayette, Georgia.

Spring 1994 **Research Assistant**, Dr. Joanne Gates, English Dept, Jacksonville State University, Jacksonville, Alabama; Converted text to data; Researched various systems; Rendered skills in computer applications, typing, and communications.

1992 - 1993 **Bookseller**, Waldenbooks, Chattanooga, Tennessee; Performed various duties on a priority basis. Covered daily sales receipts, register sales, customer service, telephone customer service, computer accessing and processing, shipping and receiving, stock count, stock pulls, vacuum cleaner repair, and general maintenance of the store.

Spring 1992 **Computer Lab/Teaching Assistant** for CAI English Composition courses (EH 102), Jacksonville State University, Jacksonville, Alabama; Taught and assisted students in the use of Wordperfect 5.1, grammar, spelling, composition, form, research, and simple mainframe operations.

Spring 1991 **Journalism Intern**, WDEF-TV Channel 12, Chattanooga, Tennessee; Responsible for taping, editing, writing, processing information on the scene and over the telephone, office communication, news gathering, and production.

1990 - 1991 **Clerical Aide** in the Office of Admissions and Records, Dalton College, Dalton, Georgia; Processed applicant data; Sorted and filed student registration information; Assisted with microfilm records; Processed written and telephone inquiries; processing incoming/outgoing mail.

Publications

Blue Bird Corporation. Documentation and Technical Publications © 2008.

Product and services provided include conversion, update and standardization of legacy Quick Reference Catalog to current industry standard format with updated data and information.

NABI (North American Bus Industries). Corporate Documentation and Technical Publications © 2007. Works include multiple Illustrated Parts Catalogs for various customers, jobs and bus models. Documentation and development of standard operations, techniques and steps also provided as requested.

Imaging Business Machines, LLC (IBML) Corporate Documentation and Publications © 2002 – 2007. Works include user manuals, administrator manuals, internal corporate procedures, PCO (Product Change Order) documentation, training manuals, instructional materials, video productions and CBTs (Computer Based Training).

Snider, Sherry P. "Reader's Gallery Self Portrait Challenge – Self Portrait 2006." Polymer Café Vol 5 No 1 (2006): 50.

Snider, Sherry P. "Sammy Duvall's Watersports Parasailing." Planning Strategy Calculator for Disney Reservations. 2006. 7 February 2007
<http://pscalculator.net/psreview_034.shtml>.

Snider, Sherry P. "Garden Grill Restaurant." Planning Strategy Calculator for Disney Reservations. 2005. 7 February 2007 <http://pscalculator.net/psreview_034.shtml>.

Black Creek Integrated Systems Corp. Corporate Documentation and Publications
© 1998 – 1999. Works include user manuals, administrator manuals, internal corporate procedures, and training manuals.

Papers Presented at Professional Meetings:

"What in the World Wide Web?! Student / Teacher Interaction in the Virtual Composition Classroom." Commissioned for presentation of workshop at the Writing in Technology Conference, Jacksonville, Alabama, April 11, 1997.

Special Competencies

Speaking

- World Wide Web Applications
- Technology Applications in the Classroom
- Skills and Tips for Passing the English Competency Exam
- Women's Self Defense
- Research Applications and Information Retrieval

Application Proficiency

- Microsoft Office Applications
- Print, Graphic, & Multimedia Applications – Adobe CS, InDesign, Illustrator, Photoshop, etc
- Help Authoring Applications – RoboHelp, etc
- Web Authoring Applications – Frontpage, Dreamweaver, GoLive, etc
- Simulation Authoring Applications – Outstart SoftSim, Firefly, etc
- CBT Authoring Applications – Outstart Trainersoft, etc
- MISC – SnagIt, Camtasia, Audacity, SQL, Autoplay Media Studio, and various multimedia authoring, conversion and publication tools

Other Training and Skills

- Training and Instruction
- Editing and Proofing
- Curriculum Development for ILT (Instructor Led Training) & CAI (Computer Assisted Instruction)
- Educational/Instructional Documentation
- Technical Documentation
- Research and Analysis
- Web Page Development / HTML Programming
- Classroom Discussion Forums Online
- Online Tutoring Methods
- Distance Education
- ROTC: First Aid, CPR - Adult, Child, and Infant, Marksmanship, Unarmed Self Defense
- United States TaeKwonDo Alliance Certified Instructor
- Huntsville Space and Rocket Center: Aviation Challenge

Related Activities

- Technology Committee, White Plains/Calhoun County, 1997/1998
- Co-organizer and sponsor, Renaissance Festival Student Day, 1998
- Sponsor, Homework Hotline, 1997/1998
- Sponsor, Jr. Beta, 1997/1998
- Support Staff for Jacksonville State University Foreign Language Competition, 1994
- Co-organizer and judge for promotional testings in TaeKwonDo skills, every 8 weeks 1993 - 1996
- Co-organizer and judge for bi-annual regional and bi-annual national tournaments in USTA TaeKwonDo, 1993 - 1996

Consulting

- HGS Engineering – Anniston, Alabama; developed, implemented, and published company web site, 2001
- Steel Detailers – Florida; network support services, 1999
- Ferrell Engineering – Birmingham, Alabama; network support services, 1999
- HGS Engineering – Anniston, Alabama; Surveyed current equipment and inventory, recommended additional network infrastructure to enable file and print sharing for current needs; recommended new configuration to enable future network goals; installed and configured network hardware and cables, 1999
- Fabarc Steel – Oxford, Alabama; Developed web presence according to current market and customer demand; assisted in development of e-commerce business to business, 1999
- Piedmont High School – Piedmont, Alabama; Taught seminar on basics of broadcast journalism to newly formed multimedia class; Led field production work; Recommended equipment to administration; Directed closed-circuit school news broadcast, 1992
- LaFayette High School – LaFayette, Georgia; Surveyed equipment and production booth; Suggested various methods for establishing and producing a closed-circuit school news broadcast, 1994