

Pamela Hunt

WORK EXPERIENCE

June 1999–present

Freelance writer, production editor, copyeditor, and proofreader.

Provide production editing, project management, copyediting, proofreading, and writing services for various clients; hire freelance copyeditors, proofreaders, and indexers and review their work; create style sheets for individual books.

May 2008–April 2022

Senior Technical Writer, Agilent Technologies, Inc., Winooski, VT

Developed and maintained user-focused documentation including online help systems, demos, tutorials, operator's manuals, and product qualification packages for microplate instruments and supporting software. Coordinated language translation projects for software, help systems, and technical documentation. Assisted the Technical Publications Manager with planning and managing documentation projects.

December 2005–May 2008

Technical Writer/Editor, HAZMED, Williston, VT.

Wrote and edited documentation in support of the Intelligent Computer Assisted Detection (ICAD) application, including user and requirements documentation, reports, System Life Cycle documents (in accordance with U.S. Customs and Border Protection standards), Certification & Accreditation documentation, and online Help topics; assisted in tracking system change requests; collaborated with HAZMED staff in writing and editing proposals; developed workflows for creating, distributing, and archiving customer support procedures; wrote and designed a quarterly newsletter for U.S. Border Patrol management and ICAD users; worked with other documentation specialists in U.S. Customs and Border Patrol; created and maintained documentation standards; collaborated with developers, quality assurance technicians, and customer support staff to ensure the effectiveness and accuracy of documentation; assisted in QA testing of the ICAD application.

October 2003–December 2005

Production Editor, Thomson Course Technology, Boston, MA

Managed the production of 1-, 2-, and 4-color books, their covers, and supplemental materials, from manuscript to print-ready files; created schedules; hired and managed freelancer copyeditors, proofreaders, and indexers; acted as a liaison between the production and editorial departments.

November 2000–October 2003

Technical Editor, Parametric Technology Corporation, Needham, MA

Worked with a team of writers and editors to produce user guides, installation guides, Read This First documentation, customer letters, and online Help for computer-aided design (CAD) software; created new writing standards and updated existing guidelines; assumed the duties of a technical writer as needed; collaborated with the localization team to ensure accurate, low-cost translations.

April 1996–November 2000

Operations Manager/Caption Technician, WGBH Educational Foundation, Boston, MA

Hired and trained new caption writers and technicians; tracked work through the production process; reviewed closed-caption files; provided verbal and written feedback to caption writers; assigned work.

EDUCATION

Certificate in Technical Communications, 2003

Bentley College, Waltham, MA

Northeastern University, Boston, MA

Graduate professional writing classes, 1992–1995

Emerson College, Boston, MA

B.A., International Relations/Russian, 1992

Boston University, Boston, MA