



MYLEEN SAGRADO SJÖDIN

42 GLEN ELM AVE. #108

TORONTO, ON M4T 1T7 CANADA

MYLEENSJODIN@YAHOO.COM

647-802-9563 MOBILE

WEBSITE: [HTTPS://MYLEEN-SJODIN.COM/](https://myleen-sjodin.com/)

LINKEDIN: [HTTPS://WWW.LINKEDIN.COM/IN/MYLEEN-SJÖDIN/](https://www.linkedin.com/in/myleen-sjodin/)

EXPERIENCE SUMMARY

For nearly 20 years, I've been an active communicator of software as a Technical Writer. Now, I have moved on to the next phase in my career as a SR&ED (Scientific Research & Experimental Development) and Funding Writer. This position will make a huge impact on technology businesses and research & development in Canada and around the world. It will be my mission to shed light on the latest science and technologies to obtain tax incentives and government funding by using my exceptional writing and communication skills.

EDUCATION

Bachelor of Science in Information Systems Technology, University of Houston, Texas USA May 1994

SKILL HIGHLIGHTS

Software Applications

Expert knowledge in online Help & knowledge base creation tools (MadCap Flare, RoboHelp, WebWorks Publisher), documentation tools (FrameMaker, MS Word), PDF publishing (Acrobat), MS Office (Visio, Excel, Powerpoint, Project), screen capture/graphic tools (Paintshop Pro, Adobe Photoshop, Snagit), HTML/CSS/Web editing (DreamWeaver, WordPress), social media management (Facebook, Twitter, blogging), language localization (TRADOS), version control and content management systems (HubSpot, GIT, Perforce and Subversion), video and tutorial production (MadCap Mimic), Agile/QA/Bug tools (Rally, JIRA), collaborative software tools (Sharepoint, OneNote, Confluence) and communication platforms (Skype, GoTo Meeting, Slack)

Architectures and Industry Knowledge

An exceptional understanding of Cloud computing, SaaS, Enterprise software solutions, XML, API documentation (REST and SOAP APIs, JSON), Salesforce platform, digital marketing and the Agile development methodology. Deep and broad experience in CRM, financial services, A.I./virtual agent technology, customer support, higher education, pharmaceutical, security/data encryption, energy sector, oil exploration, blockchain technology, cryptocurrencies, digital marketing, event management and promotional efforts with a special interest in music, art, architecture and green energy

Training & Management Highlights

Trained, mentored and managed new Writers, junior members and staff on documentation best practices and registration/customer service for onsite conferences and tradeshows. Led and managed multiple content, documentation and translation projects within the software industry such as writing content for corporate websites, Intranet site and online and client-facing knowledge bases.

Languages & Work Status

Native English, fluent Swedish and basic Spanish - U.S. Citizen and Canadian Permanent Resident holder

PROFESSIONAL WORK EXPERIENCE

PwC Canada (Is a leading accountancy, tax, assurance & professional services organization), Oakville, ON Canada from September 2018 - present

- **Senior Associate, SR&ED Technology & Funding Writer (TAX)** – I advocate for technology businesses and R&D to grow by using my exceptional writing ability and client relations to obtain tax incentives and government funding for our clients. SR&ED stands for Scientific Research & Experimental Development, and I help enlighten the Canadian government on the latest technologies that are being developed around Canada.

24/7 Inc. (Develops virtual agent technology, A.I. & customer service applications), Toronto, ON Canada from May 2014 – September 2018

- **Sr. Technical Writer and Consultant** – I use my expertise in technical writing to reshape and write high-quality and well-structured documentation and Help using MadCap Flare for the company to create a better experience for clients and users. I

have written API and technical integration instructions in order for the company to implement Web Services effectively and painlessly on their clients' sites. I have also managed and written content for the corporate website.

Tier1CRM (Develops financial services and capital markets CRM applications), Toronto, ON Canada from June 2015 – June 2017

- **Sr. Technical Writer/Document Management Specialist** – Created comprehensive online user and system administrator guides (knowledge bases) for internal staff and clients using MadCap Flare. Wrote Web content for the corporate Intranet by creating instructional copy to use HR services. Produced marketing material. Managed documentation deliverables. Organized a large number of documents. Wrote documentation standards and process guides to help other junior Writers stay consistent and follow process.

Snapword Snapshot (Copy writing and photography services company), Toronto, ON Canada from November 2011 – May 2014

- **Freelance Copywriter/Technical Writer/Content Strategist/Content Writer/Social Media Manager/Blogger** - Used compelling words to describe products or services. Explained complex ideas and things. Attracted people or more business via website content, blog posts, brochures or any other medium in order to convey a message.

SunGard Higher Education (Software for universities/colleges), Malvern, PA but worked remotely in Austin, TX from September 2004 – June 2009

- **Technical Writer** – Created and maintained various documentation including system/user guides and online Help using FrameMaker, WebWorks Publisher, MS Office and Paintshop Pro for various applications used in the industry. Wrote training material for the document management system processes to be used internally by staff and other departments. Improved documentation to make it more user-friendly.

Wyeth BioPharma (Pharmaceutical company), Andover, MA from August 2003 – September 2004

- **Documentation Associate** – Published, edited, formatted and proofread online and printed submissions using MS Word and Acrobat. Performed system administrative functions with the documentation management system (Documentum) for version and editing control. Coordinated and planned daily workload and timelines. Trained others on standard operating procedures in line with quality control. Handled documentation/company standards and templates using MS Word.

Aberdeen Group (Market analysis firm), Boston, MA from January 2003 – March 2003

- **Production/Web Editor** – Edited, formatted and proofread online or printed information distributed to clients or on the company's website. Published the data in different formats and deliverables using MS Word, Acrobat and e-mail distribution software.

Schlumberger Web Solutions (Develops web applications for oilfield services), Houston, TX from May 2002–September 2002

- **Sr. Technical Writer** – Wrote and edited HTML online Help systems in RoboHelp for two commercial websites. Created training tutorials to be accessed online. Designed a template in FrameMaker. Edited and compiled an installation guide for Unix and Windows applications. Created graphical software workflows in Visio.

Sonera SmartTrust, Ltd. (Develops security solutions for the Internet, mobile and wireless devices), Uppsala/Stockholm, Sweden from December 2001-May 2002

- **Technical Writer** – Created, edited and formatted user and system administrator guides for Internet security applications. Created HTML Help using FrameMaker and WebWorks Publisher. Helped to localize documentation into multiple languages.

IAR Systems (Develops software tools for microprocessors), Uppsala, Sweden from March 2001-December 2001

- **Technical Writer** – Maintained, edited and published user and reference guides for microprocessors using FrameMaker.

PharmaSoft AB (Develops reporting and database applications for the pharmaceutical branch), Uppsala, Sweden from January 1997-March 2001

- **Technical Writer/Software Trainer** - Created, edited, formatted, reviewed and maintained user/training manuals and Help using MS Word, RoboHelp and FrameMaker. Prepared educational material. Tested and documented software.

PennWell Publishing, Conferences & Exhibitions Division (Publishes technical books for the oil and energy sectors), Houston, TX USA from September 1994 -April 1996

- **Data Entry Supervisor and Registration Manager** – Managed and trained personnel on registration software onsite and offsite at oil and energy shows around the nation. Handled database queries and reports for conference management.

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