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| **MILO GRIKA** |
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**SENIOR TECHNICAL WRITER ● EDITOR • LUMAPPS ADMINISTRATOR**

Highly skilled technical writer and editor with 15+ years in creating print, digital and web documents for technical industries. Multifaceted expertise in graphic design, video editing, web work, plus foreign language translation coordination. Responsive and forward-thinking systems administrator and tool designer. Effective combination of leadership, communication, interpersonal, and analytical skills with demonstrated ability to move fluidly between executives, technicians, and users.

**Professional Experience**

**AHEAD** — Chicago, IL: 2016 to Present (was with Kovarus before being acquired)

**SR TECHNICAL WRITER/EDITOR; LUMAPPS ADMINISTRATOR; GRAPHIC DESIGNER**

* Lumapps creator and administrator, helping departments create pages for the intranet.
* Edited and helped write marketing copy and created document layouts as the graphic designer for the Marketing department, including creating digital and printed pieces, digital advertising, and video editing.
* Edited engineering documentation and entered it into Confluence for collaboration and/or added it to the corporate website for external distribution.
* Worked on corporate projects: created electronic-fillable forms, flow charts, org charts, and PowerPoint presentations, etc.
* Company (Kovarus) webmaster using WordPress.
* Atlassian Confluence and Jira administrator. Created multiple systems within Confluence:
	+ List engineers and project managers based on skills, practice, and/or location.
	+ Create event calendars from event lists.
	+ Find distributer contact information for specific solutions.
	+ Find partner certifications for specific manufacturers.
* Worked on client projects as a technical writer and Jira administrator consultant:
	+ Wrote policy documentation.
	+ Compiled, edited and wrote procedure documentation.
	+ Edited and wrote compliance documentation for HITRUST CSF (Health Information Trust Alliance, Common Security Framework) and trained the client on how to better write policies.
	+ Helped with an integration project of Jira and ServiceNow.

**Datalink** (now Insight)— Eden Prairie, MN: 2014 to 2016

**TECHNICAL WRITER**

* Created manuals for internal process software, and documented business processes including creating flowcharts.
* Assisted with marketing materials.
* Researched, implemented, and administered online documentation and collaboration system — Atlassian Confluence.
* Trained employees on the use of Confluence.
* Created multiple systems within Confluence:
	+ List engineers and project managers based on skills, practice, and/or location.
	+ Create a service catalog from service briefs.
	+ Create an onboarding task list for new engineers.
* Setup and configured Confluence, Jira, BitBucket, and Confluence Questions first as Cloud then Server.

**Dell** — Eden Prairie, MN: 2011 to 2014

**SENIOR TECHNICAL WRITER / SENIOR EDITOR**

* Worked with SMEs to create new and update existing software, hardware, and web-based application manuals in Adobe FrameMaker and Microsoft Word.
* Created in-application help with ePublisher.
* Edited documents of the other technical writers.
* Coordinated illustration and translation services.
* Created JavaScript tools saving the department $2,400.00.
* Created and contributed to departmental SharePoint pages and wikis.
* Completed training in the Offer Lifecycle Management Process (OLP) to meet ISO 9001 requirements.

**INDEPENDENT CONTRACTOR** — Twin Cities, MN: 2009 to 2011

Technical writing, editing, preparing documents for translation then proofreading the translated documents, plus community college contract instructor

**Beckhoff Automation, LLC (North America Headquarters)** — Burnsville, MN: 2007 to 2009

**TECHNICAL DOCUMENTATION MANAGER / INDUSTRIAL PC PRODUCT MANAGER**

* Created programming language training manuals and consulted on other training and marketing materials.
* Partnered with international headquarters to design and develop industrial PC products to meet specific customer needs (e.g. ruggedized computers, displays, peripherals and hubs).
* Represented Beckhoff at international trade shows and supported sales in onsite presentations.
* Authored articles for trade publications (e.g. *Control Design* — July 2008, May 2009, and June 2009).
* Resolved escalated service calls by coordinating support staff domestically and internationally.

**Tech Logic Corporation** — White Bear Lake, MN 2002 to 2006

**PRODUCT MANAGER**

* Managed 4 software engineers to develop and advance hardware and software products.
* Managed 2 QA techs
* Created and managed product timelines with Microsoft Project.
* Applied formal Product Readiness Review for product rollout.
* Created test matrixes for QA team.
* Wrote reports of QA results.
* Represented Tech Logic at trade shows and performed sales demonstrations at critical sales opportunities. Operated as a sales agent in special situations.
* Customer support escalation.

**AlphaBetas, Inc.** — Blaine, MN 2000 to 2002

**PROJECT MANAGER**

* Worked directly with clients to discern needs of each project.
* Supervised up to 13 software and hardware quality assurance technicians and assisted in the execution of the tests.
* Created test matrixes for QA team and wrote reports of QA results.
* Wrote Functional Specifications for software projects.
* Managed software development projects, including an international team of developers.
* Oversaw all foreign language translation/localization projects.
* Recruited QA and circuit board technicians, programmers and foreign language translators for placement as contractors.

**United States Navy Reserve**

Honorable Discharge.

Rank: Petty Officer 3rd Class (E4)

Training: Aviation Ordnance, damage control/fire-fighting, general leadership.

Additional Responsibilities: Unit Educational Petty Officer, Assistant Unit Career Counselor.

**Education and Training**

**University of Minnesota**, Minneapolis

* Bachelor of Arts degree in Linguistics.
* Masters-level class in Technical Editing.

**Software Knowledge**

*Microsoft* (standalone and O365): Word, Excel, PowerPoint, Outlook, SharePoint, OneNote, Lync, Project, and Teams.

*Adobe*: Illustrator; Photoshop; InDesign; FrameMaker 9, 10, and 11; Acrobat; Dreamweaver; XD; Premiere Rush, Edge, and Marketo.

*Google*: Google Docs (Document, Spreadsheet, and Form); SketchUp; and Google Analytics.

*Misc*.:

XML; HTML, CSS, JavaScript, and WordPress

Lucidchart

Lumapps

RoboHelp and ePublisher (online help generation)

TestTrack, ClearCase/ClearQuest, SourceSafe, and git (bug tracking and data management)

Webex, GoToMeeting, Zoom, and ReadyTalk (net conferencing and e-training)

Slack

Windchill (PLM (Product Lifecycle Management) software)

Oracle NetSuite Openair administration

Constant Contact and Marketo administration

SalesForce

MediaWiki, SharePoint, Confluence, and Kentico wiki administration.
*OSes*: Windows (all including 10); MacOS; UNIX; iOS; Android

**Certifications**

CompTIA RFID+

Dell Compellent Storage Center Advanced Administrator