

SUSAN DENNIS

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Summary of Skills

- Professional communicator (written and oral)
- Experienced in web design and publication
- Excellent PC skills; expert in Microsoft Office products
- Technical to English translator
- Practical corporate skills

Work Experience

October 2005 – July 2012 • **Resources Online** • Seattle

Web Production and technical writing

- Created and published a variety of internal and external websites for clients
- Wrote and edited a variety of content from web to technical papers
- Mastered a wide variety of Microsoft internal web production tools

March 2004 – October 2005 • **Microsoft** • Redmond, Washington

Web Production Vendor

- Created and published websites on demand
- Managed a variety of production tools
- Worked on internal and external websites

2001–2004 • **PAR3 Communications** • Seattle

Marketing Communications Manager

- Write, edit and produce all manner of marketing materials
- Manage customer-facing corporate website
- Create and manage intranet and extranet for the company
- Manage a wide variety of vendors and their projects
- Provide key support for MS Office products

1999–2001 • **Vitessa Corporation** • Seattle

Executive Support for Sales

- Rode herd on a sales team of 25 spread across the United States
- Provided all administrative support for Senior Vice President of Sales
- Established working relationships with all customers
- Served on the committee to review and approve all pending sales
- Reported sales activity detail to executives weekly
- Commandeered the move to a different tracking system saving more than \$200K per year

Business Communications Manager

- Wrote content for and maintained customer-facing corporate website
- Wrote and produced marketing collateral in support of company's ecommerce business
- Built and maintained company intranet
- Created and published a customer newsletter (online, email and print)

1997–1999 • **Microsoft** • Redmond, Washington

Online Account Manager

- Provided support and planning for Marketing intranet
- Worked with developers to design and implement best practices
- Troubleshoot technical issues on behalf of marketing team

Communications Specialist

- Created first internal communications effort for IT group
- Developed IT stories for internal and external media
- Counseled groups (i.e. Exchange Implementation, IT Security) for best communications practices

1994–1997 • **Self-employed** • Seattle

Contract Computer and Internet Work

- Web site creation
- Database development
- Maintenance of total package
- Example: www.officespace.com

1982–1994 • **IBM**

Coordinator of Leasing Contracts Seattle (1992–1994)

- Re-engineered job to increase time for direct customer contact
- Grew job from support of one branch to support of seven states

Manager of Press Relations, Writers, Designers, Special Events San Jose, California (1989–1992)

- Created, populated and managed team of professionals to execute full range of services
- Developed and implemented plan that improved morale of the entire development lab
- Managed budget of \$3.2 million

Executive Speech Writer, Special Events Planner Rochester, Minnesota (1987–1989)

- Communications consultant for corporate announcement of IBM's AS/400 computer line
- Formulated and implemented the corporation's first customer advisory council for an unannounced product (model now used by IBM across all product lines)

Press Relations and Special Events Planning Stamford, Connecticut (1985–1987)

- Coordinated marketing of real-estate joint ventures in Atlanta, Boston, New York City and Washington, D.C.

Corporate Communications: Writing, Editing Charlotte, North Carolina (1982–1985)

- Implemented all aspects of internal communications plans for 5,000-employee manufacturing plant

Early Employment

- *Marketing Director* • Spirit Square Arts Center (non-profit performing arts theater) • Charlotte, North Carolina (1979–1982)
- *Self-employed* • Created and managed business of design and manufacture of apparel • Southern Pines, North Carolina (1976–1979)
- *Marketing Representative* • IBM • Greenville, South Carolina (1974–1976)
- *Newspaper Reporter* • West Virginia and South Carolina (1969–1974)

Education

- BA in Communications • Bethany College • Bethany, West Virginia