

RESUME:

PAMELA J. COLE
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SUMMARY:

- Computer skills: UNIX, Windows, Macintosh. Sybase, SQL, Oracle Forms Developer, Visio, CorelDraw, Microsoft Office, HTML, DHTML, Premiere, Photoshop, Illustrator, InDesign, Quark, Final Cut Pro, After Effects, PowerPoint, Dreamweaver, Fireworks, DVD Workshop
- 20+ years of writing experience including management and editorial experience
- Quality assurance, software engineering, database development, web design/development, system administration experience
- Content management, Wiki implementation and administration, on-line help development, and web publication management
- Background in journalism, photography, and video production

EMPLOYMENT:

LEAD TECHNICAL WRITER

IHG, Inc.

August 2007 – Present

Update existing technical documentation. Produce weekly educational email for Global Distribution Marketing Group describing technical concepts. Research and write white papers and technical journal articles.

OWNER / PRESIDENT

Front Runner Communications, Inc.

May 2004 – Present

Founder and president of a communications consulting group that provides technical and marketing writing, editing, project management, web development, video, and photography services for clients. Projects include:

- Editor-in-Chief - *Southern Screen Report*, Atlanta, GA. September 2005 – Present. Manage all aspects of publications for the print and online editions of this news magazine. (www.screenreport.com)
- Communications Director - The Moss Group, Inc. (Washington, DC). August 2002 – August 2006. Prepare reports for submission to various state Corrections Commissions, Federal Justice Department, National Institute of Corrections, and United States Congress.
- Freelance Writer/Editor – web, public health, corrections, and academic clients.

TECHNICAL WRITER / WEB DEVELOPER

Georgia Department of Natural Resources

December 2000 – August 2001

Created and edited all technical and user documentation. Developed database-driven online help system using Oracle Forms Developer. Performed Quality Assurance testing and maintenance for several Oracle Forms Developer applications.

TECHNICAL WRITER

Outweb, Inc.

November 2000 – December 2000

Created and edited all technical and user documentation.

SR. SOFTWARE ENGINEER / QUALITY ASSURANCE ENGINEER

BellSouth Applied Technologies, Norcross, Georgia

July 1998 – October 2000

Managed administration and operation of multiple Sybase databases. Performed Unix system administration for Sun Solaris platforms. Documented and communicated backend operations to all team members. Wrote test cases and test plans, and performed alpha and beta level testing on Internet front end application. Used DDS Packaging to deliver and install production software packages.

CONTRACT TECHNICAL WRITER

- **W. E. Carsons Associates.** Norcross, Georgia, March 1996 – June 1998. Produced on-line help, technical, and user documentation for telecommunications projects (BellSouth).
- **Excel Temporary Technical Services.** Duluth, Georgia, January 1995 - February 1996. Updated technical/user documentation for retail computer checkout application (AT&T).
- **NDC Corp.,** Atlanta, Georgia, October 1994 - January 1995. Updated technical and user documentation for inventory management and ordering application for pharmacies.
- **Aeronomics, Inc.** Atlanta, Georgia, March 1994 - October 1994. Produced User Guide and System Administrator Guide for SQL Windows-based revenue management software.

TECHNICAL WRITER/PUBLICATIONS MANAGER

ERDAS, Inc., Atlanta, Georgia

February 1992 - February 1994

Researched and wrote copy for press releases, professional papers, marketing brochures, and geographic information system (GIS) industry journal articles. Wrote on-line hypertext help and hardcopy technical documentation. Assisted with FrameMaker on-line help system development. Produced training materials and presented in-house software training sessions.

OM Systems, Inc., Norcross, Georgia (now PracticeWorks)

November 1988 - February 1992

Developed and managed the Publications Department which published and updated 22 publications including Reference Manuals, User Guides, tutorials, newsletters, brochures, educational, and marketing material. Coordinated with programmers to produce hypertext on-line documentation for a UNIX-based system.

NCR Corp., Atlanta, Georgia

January 1986 - October 1988

Researched, designed, and produced camera-ready copy for NCR Check Reader/Sorter manual. Wrote Reader/Sorter Operator's Guide and Programmer's Reference Manual.

Photography:

- Georgia State University *Signal*, Photo Editor, September 1984 - December 1985
- Emory University School of Nursing, Assistant Media Specialist, February 1983 - December 1985. Responsible for photography, videotape, slide production, and maintenance.
- *Creative Loafing*, Staff Photographer, October 1981 - July 1982
- *Roswell/Alpharetta Neighbor*, Staff Photographer, July 1980 - May 1981
- **EXHIBITS:** 1982 Roswell Arts Festival; 1982 Little Five Points Arts Festival; Creative Loafing Open House 1982; solo show, 1997, "Through the Years, 1980-1989"
- **Videographer and Assistant Editor** for Oral Cancer series produced by the American Cancer Society and Emory University. October 1983.
- **Photographer and Assistant Director**, "After Your Open Heart Surgery," patient preview film produced by Emory University School of Nursing and Crawford Long Hospital. June 1983.
- **Freelance Photographer**, 20 years, Atlanta.
- Georgia College Press Association (GCPA), Best Editorial Photographer, 1985
- GCPA Best News Photographer, 1984 and 1985
- GCPA Best Sports Photographer, 1984

FILM/VIDEO:

Graduate Research Assistant

Georgia State University, Communications Dept.
Digital Arts Entertainment Lab (DAEL)
September 2001 – May 2004

Assisted in all lab duties while pursuing a Master's degree in Communications. Administered and maintained software on lab computers (MAC and PC) including Final Cut Pro, Photoshop, Dreamweaver, Fireworks, Word, Excel, PowerPoint. Provided software support to students and faculty. Provided digital photography for marketing. Created and maintained DAEL website, including streaming video pages.

Production Assistant

ESPN Camera Crew
December 2003-2004

Assisted sideline camera crew for ESPN during Falcons football games.

Intern

Disney Productions, *Sweet Home Alabama*
January 2002

Intern production assistant on Atlanta pick-up shots.

Intern

Salt Run Productions
Atlanta, GA
Summer 2002

Intern production assistant for Turner South show, *The Natural South*. Suzan Satterfield, Producer.

Production Assistant
Pogo Films, Atlanta, GA
December 2002

Lesley Harris, Production Manager, 404-892-9490.

Boom Mic Grip
Rocket Nation, GSTV
March 2002

Boom mic operator on Georgia State University student television production. Scotty Mullen, Director.

Sound Recorder
Ghost Runner on First
March 2002

Short film directed by Matt Hutchinson.

Casting, Camera, Assistant Director
Haunted Atlanta
April 2002

Mockumentary directed by Michael Mosley.

Video Editor
Collegeland
June 2003

Sitcom pilot produced by Scotty Mullen at Digital Arts Entertainment Lab, Georgia State.

Screenwriter

- *The Death March* ©2001, Semi-finalist Chesterfield Writing Project 2002
- *Toni and the Triplets*
- *Turniptown*

Producer/Director

- *Mel's Big Day* (DVD)
- *Toni and the Triplets* (40-minute video documentary)
- *Nisu and Lia: Daughters from China* (40-minute video documentary)

EDUCATION:

Georgia State University
Atlanta, Georgia

- December 1985, Bachelor of Arts in Journalism/minor in Photography
- May 2004, Master of Arts in Communication (Film & Video)

Portfolio and references available.