**SIGRID J. ZUÑIGA**

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**PROFILE SUMMARY**

Provide (remote) translation work, technical writing and/or instructional design for a company or an educational institution that can benefit from my training, technical expertise, administrative and analytical skills.

**SUMMARY OF QUALIFICATIONS – PRODUCT TRAINING & TECHNICAL WRITING**

* Instructional Design. Creating software documentation for server builds, on-line, on-site training materials, lesson plans & detailed step-by-step training materials/handouts.
* Technical writing. Creating, editing & proofreading Knowledge Base articles, training and promotional materials and migrating KB articles to different platform, CMS.
* Teaching Windows Server (2000/2003-2008) and applications such as MS Office to advanced user level in all versions (2000 – 2016), Dreamweaver, intro Photoshop, intro SharePoint and proprietary software amongst others.
* Experience in preparing students for industry recognized certifications: Microsoft and CompTIA.
* Advanced proficiency and practical working knowledge with all MS Office applications.
* Strong developed organizational and business administration skills.
* Provide translation work from Dutch language to English and vice versa.

**PROFESSIONAL AND ACADEMIC EXPERIENCE**

**DirecTV/AT&T– El Segundo, CA** **2016 –2017**

(ANNUAL) CONTRACT TECHNICAL WRITER

Editing and updating Knowledge-Base software, using CMS Tridion, migrating KB to Vignette, HTML, Dreamweaver, Word, Excel. Creating step-by-step instructions and how-to training materials. Develop strategies and create quantifiable set-up to complete editing projects for technical writers/editors.

**SPE SONY PICTURES ENTERTAINMENT– CULVER CITY, CA** **2015**

(SHORT-TERM) CONTRACT TECHNICAL WRITER

Creating software documentation for server builds: Server provisioning for Linux and Windows, Citrix and on-boarding privileged administrative accounts, writing FAQ’s.

**LOS ANGELES CITY COLLEGE– LOS ANGELES, CA** **2014 – 2015**

(PART-TIME) ADJUNCT INSTRUCTOR

Teaching Operating Systems and A+ software certification and Networking (Net+ certification) semester courses. Developed labs for students.

**PRIVATE & CORPORATE CONSULTING/TRAINING 2013 – 2015**

Business consulting, MS Excel, Word, Access 2010-2013 & conversion from older versions. Private client training and consulting (Excel, Access 2010) – partially overseas (the Netherlands) and in Los Angeles.

**MAGNETECS CORP., INGLEWOOD, CA 2011- 2013**

ACCOUNTING ASSOCIATE/ANALYST

Handling bookkeeping, A/P, and financial analysis using QuickBooks 2012 and advanced Excel. ADP Payroll. Interaction with investors. Assisted with and dealt with IT responsibilities as needed.

**THE HAGUE, THE NETHERLANDS 2008 –2011**

IT TRAINER – CDG & CONTRACT WORK

* Provide training and develop curriculum at Academy in Windows Vista & Server 2008 and MS Office
* Organize, create testing and prepare students for industry certifications.
* Teaching & developing course taking minutes on the laptop with MS Word 2003 – 2010.
* Work with bookkeeping software and teaching basic bookkeeping course.

**FOX STUDIOS, LOS ANGELES, CA 2006 – 2007**

IT TRAINER /SITE MANAGER (ANNUAL CONTRACT)

* Manage all training for Fox employees and provide training in computer software applications, including but not limited to all MS Office applications, Dreamweaver, intro to Photoshop & introductory SharePoint and proprietary software to Fox employees and contract support staff. Hiring and managing of external trainers and IT Training department.
* Develop supplementary training materials and step-by-step handouts for various courses and online training materials for SharePoint (2007).

**DEVRY UNIVERSITY, LONG BEACH, CA 2002 –2006**

ADJUNCT PROFESSOR

* Teaching Windows 2000/2003 Server, Business Application & Advanced Microsoft Office Applications (Excel, Access, Word, and PowerPoint), web design in Network Communications and Business Information Systems. On-site and on-line training. Training to small & large groups. Write, prepare and develop testing and exams and evaluate students.
* Develop extensive training materials, handouts and labs for students.

**EDUCATION**

Translation Program, Legal & General Translation - EN/Dutch and Dutch/EN

Chris Odijk, Amsterdam, the Netherlands, (currently enrolled) 09/2017 - 2019

CA Teaching Credentials: Adult (Full-time): computer software & hardware.

Cal State University, Long Beach, CA, 2007.

MBA, International Business.

National University, Los Angeles, CA, 1993.

BA Education, Social Sciences & Dutch Language.

Noordelijke Hogeschool, the Netherlands, 1986.

Certificate, Computer/LAN-WAN Technology Training.

Institute of Network Technology, Long Beach, CA 2/2002.

**ADDITIONAL EDUCATION/CERTIFICATIONS:**

* MCAS Master: Access 2013. MS Word, Excel, PPT, Outlook, Access 2007 & Vista Business
* Master Microsoft Office Instructor Certified (MS Office 2000)
* MCITP Vista (70-620, 70-622); Server 2008 (70-640, 642, 646, 647) certified
* MCP certifications 70-210, 70-270, 70-293, A+ and IC3 Certified
* Citrix CCA: Xen-App 4.5, Password Manager 4.5, Access Gateway 4.5
* California Teaching Credentials multiple subjects (computer software/hardware)
* C-Best, Los Angeles, CA
* ASTD Train-the-Trainer Certificate
* Secretarial Training, Pont Institute, the Netherlands (full time annual training).