

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

DirectTV/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).