

Joanne Bird | Technical Translator and Writer

Location: Bristol

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Career Summary

April 2001 – Present **Parpace Ltd, Bristol**
Managing Director

Outline

Managing Director of own company, specialising in writing and translating documentation in the IT and telecommunications sector.

Key Responsibilities

- Various contract-based technical writer projects for SAP AG, working remotely and/or on site. This involved a variety of projects including SAP Business ByDesign (Financials), MeMi (a solution for the German deregulated energy market) and SAP Hana database
- Translate all documentation types in the IT and telecoms sector ranging from technical specifications and installation guides to corporate newsletters and promotional material
- Translate general business texts for clients in other sectors
- Adhere to guidelines from companies such as SAP, Bayer and Deutsche Telekom
- Edit documentation written by non-native English speakers
- Quality control of film and video subtitles in German and English
- Build relationships with clients and customers all over the world
- Meet deadlines set by clients (100% success rate)

April 2000 – April 2001 **PeopleSoft UK, Reading**
Technical Writer

Outline

Technical writer of online documentation for German, Swiss and UK payroll software.

Key Responsibilities

- Write context-sensitive HTML online user manuals
- Write installation and configuration documentation
- Understand the Global Payroll core application, and the rules, processes and reports that work with it to form country-specific payroll packages
- Adhere to PeopleSoft guidelines

March 1998 – March 2000 **SAP AG, Walldorf, Germany**
Technical Writer

Outline

Technical writer of SAP CCMS documentation in the Basis department. The documentation was aimed at SAP system administrators as the end user.

Key Responsibilities

- Write technical documentation including white papers, installation and configuration guides
- Write online help comprising procedural and process documentation
- Write SAP Notes for providing technical support to end users
- Liaise with development and product management for documentation input
- Cooperation with development on user interface texts in German and English
- Update documentation with feedback from development, product management and end users
- Maintain the CCMS web site and Wiki page
- Reorganise existing CCMS user documentation, coordinate with six other writers in Germany and the USA
- Adhere to SAP standards and guidelines

March 1997 –March 1998 SAP AG, Walldorf, Germany
Technical Translator

Outline

Technical translator of SAP Basis documentation aimed at SAP system administrators as the end user.

Key Responsibilities

- Translate technical documentation including white papers, installation and configuration guides
- Translate online help for end users comprising procedural and process documentation
- Translate marketing material, presentations, business correspondence
- Translate user interface texts, SAP Notes (technical support)
- Define and maintain terminology for use throughout the company as a terminology "superuser" for the CCMS area

Education & Qualifications

- **BA Joint Hons in French and German, Upper Second Class**– Keele University – 1995
- **A Levels in French (A), German (A), Economics (B)**

References Available by Request
