

J / M

# J A Y M I L L E R

## C O N T A C T

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Montreal, Quebec

## P O R T F O L I O

sootyneemm.com

## E D U C A T I O N

**HONOURS BACHELOR OF ARTS**  
Faculty of Arts and Science  
Linguistics and World Languages  
Queen's University,  
Kingston, Ontario  
2011–2015

## M E R I T S

Recipient of **SUSAN NEAR AWARD**  
for Excellence in Health Sciences  
(German)  
2015

Two-time recipient of the  
**EXCELLENCE SCHOLARSHIP**  
2011–2013

## E X P E R T I S E

Communications  
Technical Writing  
Copywriting  
Translation  
Creative Writing  
Administration  
Web Administration

## E X P E R I E N C E

**CAE Inc., Montreal**  
**BILINGUAL TECHNICAL WRITER, TECHNICAL PUBLICATIONS**  
*October 2021 – current*

- Plan, research, write and edit hardware and software user documentation
- Read and analyze schematics and engineering drawings
- Author documents using S1000D XML Editor and Microsoft Word

**Canadian Down & Feather Company, Toronto**  
**COPYWRITER**  
*May 2021 – October 2021*

- Compose original copy for customer-facing blog
- Write and submit application for CanExport SMEs business development grant for \$75,000
- Plan and launch native advertising campaign using variety of partners, platforms, and channels

**Manulife Financial, Halifax**  
**BILINGUAL CUSTOMER SERVICE PROFESSIONAL, CANADIAN DIVISION OPERATIONS**  
*December 2020 – May 2021*

- Resolve issues for people insured through Manulife's Affinity Markets
- Provide competent, practical feedback to customers in a timely manner
- Read, update and maintain policy records for clientele

**Hypertec, Montreal**  
**TECHNICAL WRITER, INDUSTRIAL ENGINEERING**  
*August 2020 – November 2020*

- Create, update and maintain user-friendly documentation and documentation templates
- User training manuals, SOPs, release notes, quick start guides, project proposals, reports
- Create, update and maintain documentation templates

**Express Scripts Canada, Montreal**  
**CONTRACT ANALYST AND BILINGUAL PROVIDER RELATIONS REPRESENTATIVE**  
*August 2019 – August 2020*

- Collaborate with pharmacists and dentists to validate contractual agreements
- Update databases in MS Access to track activations, provider numbers, and claims billing
- Execute daily SQL reports as resources for departmental team and audit team
- Extract monthly QA reports from Access and prepare KPI analysis for investors
- Initialize online billing accounts for hundreds of providers every month using automation

**BILINGUAL COMMUNICATIONS SPECIALIST**  
*April 2019 – August 2019*

- Perform UX/UI quality assurance of annual security and privacy training using Articulate
- Edit, update and translate Java-encoded PDF forms in Adobe Acrobat Pro
- Implement technical documentation into webinar scripts
- Format and revise monthly provider newsletters, with adherence to CP Style Guide

## LANGUAGES

ENGLISH – native language

FRENCH – full professional proficiency

GERMAN – working proficiency

SPANISH – working proficiency

POLISH – basic proficiency

ITALIAN – basic proficiency

## SKILLS AND CERTIFICATIONS

Google Analytics (certified)

WordPress (frontend and backend)

HTML, CSS, PHP

Photoshop

Canadian Press Style Guide

Security Clearance Level II

Controlled Goods Program

### **Express Scripts Canada, Montreal (continued)**

#### **ADMINISTRATIVE COORDINATOR AND JUNIOR TRANSLATOR**

*July 2018 – April 2019*

- Format documents in memoQ and Déjà Vu and curate TMs and TMXs (translation memories)
- Manage long-term translation projects with colleagues on site and remotely, via Cherwell
- Collaborate daily as a junior translator on communications across the organization
- Prepare expense reports and enter invoices into Microsoft Dynamics
- Organize travel, conferences, meetings, interviews, onboarding, lunches and dinners

### **Local Montreal Tours, Montreal**

#### **FREELANCE COPYWRITER**

*October 2019 – December 2019*

- Research partners to produce creative copy, marketing international tourist destinations
- Make writing compliant to style guide, formatting, using WordPress
- Use Yoast SEO to optimize metadata, hyperlinks and content for search engines

### **The Lit Quarterly, Edmonton**

#### **CO-EDITOR AND WEBMASTER**

*June 2019 – January 2021*

- Administrate, customize and update WordPress backend and frontend for litquarterly.ca
- Integrate Google Analytics to collect data on readership to better target audience
- Review, accept and revise creative writing (poetry and prose) to make material fit for print

### **Shopper+ Inc., Montreal**

#### **FREELANCE COPYWRITER**

*January 2018 – December 2018*

- Help launch the Living.ca blog, a new branch of the Shopper+ e-commerce network
- Compose original copy for web marketing, including new products and promotions
- Submit 20-30 articles weekly, implementing SEO keywords from analytics reports

### **Queen's University HR/IT, Kingston**

#### **LEARNING AND DEVELOPMENT SPECIALIST**

*July 2014 – September 2014*

- Write technical documentation, video scripts, LMS modules, and seminars
- Administrate and deliver a series of seminars for adult learners
- Apply the corporate style guide across all documentation and communications
- Create and edit digital graphics, including educational diagrams, using Photoshop
- Liaison with off-shore programming team with directives from weekly scrums

### **Blackberry, Waterloo**

#### **TECHNICAL WRITER AND SCRUM MASTER, HUMAN RESOURCES/IT**

*July 2010 – September 2010*

- Manage 6-week project as Scrum Master to upgrade internal HR software
- Update technical documentation and user guide according to our bugs and features logs
- Conduct meetings software engineers and HR specialists and spearhead weekly sprints
- Refactor code in C++, Java and VBA
- Draft corporate blog articles in liaison with communications and R&D teams