

J / M

J A Y M I L L E R

C O N T A C T

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P O R T F O L I O

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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

ResMed, Halifax **IT TECHNICAL WRITER, ISMS IMPLEMENTER**

December 2021 – current

- Understand and be able to implement all aspects of the ISO 27001:2013 standard
- Create and maintain ISMS documentation specific to each implementation
- Develop and maintain documentation for ResMed Active Directory and Okta environment
- Prepare and maintain technical documentation, including software and systems, system operations, testing, and user documentation
- Gather and analyze technical and product information from various sources to document new or changing product functionality

CAE Inc., Montreal **BILINGUAL TECHNICAL WRITER, TECHNICAL PUBLICATIONS**

October 2021 – December 2021

- Plan, research, prepare and revise hardware and software user documentation, including interface control documents (ICDs), CMMI Level 5 configuration management plans, technical user manuals, engineering documents, and full-flight simulator (FFS) user guides
- Read and analyze schematics and engineering drawings
- Author documents using S1000D XML Editor (IETPs) and Microsoft Word

Canadian Down & Feather Company, Toronto **COPYWRITER**

May 2021 – October 2021

- Compose original copy for customer-facing blog and execute on advertising campaign goals
- Write and submit application for CanExport SMEs business development grant for \$75,000

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 and maintain and update their records

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

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

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L A N G U A G E S

ENGLISH – native language

FRENCH – full professional proficiency

GERMAN – working proficiency

SPANISH – working proficiency

POLISH – basic proficiency

ITALIAN – basic proficiency

S K I L L S A N D C E R T I F I C A T I O N S

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)

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

Express Scripts Canada, Montreal

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

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