

Calla Turnbull

June 21, 2018

Attn: Human Resources

Re: Technical Writer

Please accept the attached resume as an application for the position of Technical Writer and Training Liaison. My unique background in environmental technical writing and project coordination make me a perfect candidate for this position.

Writing reports and standard operating procedures in the environmental consultant industry has made me a leader in clear, understandable and efficient communication. At Secure Energy, I authored SOPs, user guides, groundwater monitoring reports, environmental site assessments and letters to stakeholders. Interpreting government regulations is a vital part of this process, and I excel in taking complex concepts and translating them into accessible text for a wide audience.

As a project coordinator, I played an important role in document tracking, organizational management and scheduling. When Secure Energy rolled out a new program management software, I was selected to be the team lead for it's implementation. I was responsible for meeting staff training goals, coaching, liaising with the software team and developing instructional documentation. Thanks to my involvement in this project, Secure Energy has revolutionized their ability to track project timelines, forecast costs and manage personnel.

Understanding strict corporate safety policies was crucial to my role in planning and completing environmental field work. I have received recognition for my ability to lead safety meetings, keep detailed documentation and respond quickly to potential safety concerns.

I am currently working towards a technical writing graduate certificate and maintaining an average of 94%. My high marks are a testament to the diligence, passion and hard work I commit to all my endeavors. My enthusiasm and attention to detail have played a huge role in my success in this field.

The combination of technical knowledge and professional abilities that I would bring to your organization makes me the ideal candidate. I am very excited for the opportunity and would love to further discuss how my experience can benefit the City of Calgary.

Sincerely,



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[https://callaturnbull6.wixsite.com/
portfolio](https://callaturnbull6.wixsite.com/portfolio)

⚙️ SKILLS

- Proven writing, editing and formatting skills
- Familiar interpreting regulatory requirements
- Template and SOP creation
- Technical report writing
- Proposal Development
- Project Management
- Microsoft Office, Google Suite, Adobe Framemaker, CRM, Wordpress, 4Cast Plus, Strater, Surfer, ESDAT, AutoCAD, Abadata Mapping
- Software implementation
- Deadline-oriented
- Attention to detail
- Teamwork
- Problem solving
- Valid driver's licence
- Safety Certificates: First Aid, H2S, Ground Disturbance II, Winter Driving, WHMIS, TDG, OSSA, Hazard Assessment

📁 EXPERIENCE

- 2018 – Present **Technical Writer and Training Liason
City of Calgary**
Authoring, editing and publishing formal SOPs and training manuals to meet specific government regulatory standards. This safety documentation is critical to water treatment processes for the entire City.

Training coordinator for a team of 100, ensuring provincial training standards are being met. This involved managing schedules and coordinating with stakeholders.
- 2014 – 2018 **Project Coordinator
Secure Energy Inc.**
Developed templates and authored reports, standard operating procedures and data displays. Templates were adopted department-wide for their adherence to design principles and understandable content.

Project coordinator for 4cast Plus program management software implementation. Involved managing training, publishing user guides, one-on-one coaching and presentation to groups.
- 2013 – 2014 **Water Group Administrator
Rockwater Energy Solutions**
Worked to launch fluid conditioning program, developing technical bids and proposals, creating scientific reports and provide program management support for the sales group.
- 2012 – 2013 **Document Management
Norwest Corporation**
Technical reporting for hydrology, geology and engineering groups.

🎓 EDUCATION

- 2017 – Present **Technical Writing Graduate Certificate
Algonquin College**
Specialized program for undergraduates focusing on program management, documentation strategies, computer software development and writing of formal reports.
- 2006-2011 **B.Sc in Environmental Sciences
University of Guelph**
Major in Natural Resource Management, concentrating on assessment procedures and written/verbal communication skills.