TAMIS NORDLING

Technical communications and editorial management

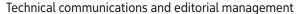206.778.3826 | tamis@leftelbow.com
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SKILLS

Editorial: Versatile skills including editorial management, developmental/structural editing, copyediting, and localization workflows/technologies. Extensive background in technical and marketing writing.

Management/leadership: Six+ years experience managing teams of editors, writers, and other creators. Seven+ years project-management experience (magazine chief editor, managing editor, content team manager, auction chair). Seven years of board experience.

Design & print production: 20+ years experience with graphic design tools, particularly Adobe InDesign, Photoshop, Illustrator, and Acrobat, including nine years supporting and documenting Adobe software.

Web dev, CMS, XML/single-source authoring skills: HTML, CSS, JavaScript, various CMS (MadCap Flare, WordPress, Wix, Zendesk, etc.). Trained in Node.js, Express.js, SQL, React, Python, and more.

Other technical: Adobe creative suite, Smartsheet, various CRMs, e-mail and domain administration, and more. Extensive experience with single-source authoring and database publishing.

EXPERIENCE

Technical Writing/Product Content Manager, Rad Power Bikes

Seattle, Washington, 09/2021–04/2023

Managed Technical Writing/Product Content team (technical writers, illustrator, video producer) to author and publish industry-leading owner's manuals (print and online), assembly and support videos, and Help Center articles. Onboarded/trained five new writers on SOPs and tools (MadCap Flare, Zendesk, InDesign, Smartsheet, etc.). Tracked/managed competing projects/deadlines (Smartsheet, Jira, etc.) in a fast-paced, rapidly changing start-up environment.

Ensured documentation compliance with ANSI advisory standards and CPSC, EN, and UL requirements.

Provided technical leadership and troubleshooting for a Help Center redesign/restructure on Zendesk, featuring standardized product taxonomy, intuitive content organization, search/SEO optimization.

Collaborated with various stakeholders to audit product specifications, compatibility data, and measurement methodologies, effectively advocating for changes to improve fit predictability for women and non-average-sized customers.

Senior Technical Writer/Editor, Rad Power Bikes

Seattle, Washington, 08/2019–09/2021

Implemented XML-based, single-source authoring in MadCap Flare. Designed, tested, and implemented custom CSS compatible with multiple media targets. Oversaw localization: Established relationships with service providers, collaborated with language experts to translate industry- and company-specific terms, created and managed CAT-compatible base of 400+ terms in eight languages (three English variants, two French variants, German, Dutch, and Spanish). Implemented and maintained various asset-management, version-control, and database (product-specification tracking) systems using Smartsheet, Google Sheets, and other tools. Designed systems for providing tiered security access to information. Trained co-workers in SOPs and tools including Flare, InDesign, source control, HTML/CSS, Google Sheets, in-house term base, and more. Wrote or edited content as needed.

Tamis Nordling Editorial & Communication Services (consulting & pro bono projects)

Seattle, Washington, 04/2000–08/2019

Editorial (marketing) & design projects: Clients included several real-estate brokers and University Cooperative School.

Database/CRM administration: Developed custom CRM for University Cooperative School (FileMaker Pro). Reconstructed constituent data. Executed custom data migration from FileMaker to Little Green Light (mostly pro bono, 09/2007–09/2016). Designed custom CRM for a small real-estate business (1997).

Nonprofit experience: Board member (01/2010–01/2016) and secretary (01/2009–01/2016) of Washington FEAST, erstwhile 501(c)(3) that supported individuals and families affected by life-threatening food allergies. Chaired auction netting >$40K (University Cooperative School, 07/2005–07/2006).

Editor, *Adobe Magazine*

Adobe Systems Incorporated, Seattle, Washington, 01/1997–04/2000

Position comparable to editor-in-chief. Directed editorial content of *Adobe Magazine*, an advertising- and subscription-supported magazine on electronic publishing, design, and digital media with an international circulation that reached 1.2 million (audited domestic circulation of ~800,000). Planned editorial content with creative staff, marketing departments, and SMEs. Managed workflow, long-range planning, and assignments. Ensured content was appropriate for localization into multiple languages. Managed two editors and dozens of contract workers. Directed editorial end of a complete redesign. Implemented several process improvements/established best practices for editorial quality control, version control, file-naming standards, and quality-control procedures.

Managing Editor, *Adobe Magazine*

Adobe Systems Incorporated, 06/1996–01/1997

Tracked and managed all editorial aspects of *Adobe Magazine* to ensure editorial and art-direction work streams supported strict press deadlines. Collaborated with editor-in-chief to direct editorial content. Supervised technical editor.

Technical Editor, *Adobe Magazine*

Adobe Systems Incorporated, 08/1994–06/1996

Lead editor for Q&A section, lead and/or backup editor on other stories. Ensured technical accuracy, reducing errors (only one technical correction required for 11 issues, each ~100 pages).

Writer/Editor, *Aldus TechNotes*

Aldus Corporation, Seattle, Washington, 09/1992–08/1994

Managed all aspects of *Aldus TechNotes*, a bimonthly technical bulletin (circulation ~10,000) that covered undocumented features and advanced techniques for Aldus PageMaker, FreeHand, etc.

Other work experience

Freelance conference speaker, topics: digital page layout, typography, composition, character sets/text filters. Thunder Lizard Productions, Seattle, Washington

Communications Manager, Writer/Editor, American Red Cross Southeastern Pennsylvania Chapter/Penn-Jersey Blood Services Region

Financial Development Systems Coordinator, American Red Cross SE Pennsylvania Chapter

EDUCATION   **General Assembly**, Seattle, Washington: Web Development/Software Engineering Immersion program, 11/2018–04/2019.

Codeacademy, Various online courses on Javascript, CSS, and HTML, 09/2018–11/2018.

Haverford College, Haverford, Pennsylvania: B.A. with honors in history.

keyword variations: web developer, project management, collaborate, communicate effectively, leadership skills, communication skills, resourceful, complex, manage, passionate, flexible, multitask, meet deadlines, responsive, frameworks, strategy, technical support, content management, web technologies, sites, agile software.