**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