Elizabeth (Betsy) Walters Work Summary

As a technical writer for over 10 years, I have gained knowledge of and documented software products ranging from semiconductor design verification to MEMCad (micro-electronic-machinery computer-aided design), cloud and compute, networking software, and AI medical device II software GUIs. I work with and develop documentation for electrical engineers, software designers, and software engineers. I have also worked with engineers who specifically design medical device visualization platforms and mobile apps.

In all of my technical writing work, I had been challenged to learn cutting edge technology products and platforms. I also have been challenged to learn on the job and get hands-on experience with most of these technologies.

After leaving public education, I was a contract technical writer for ABB, assigned to edit and create documentation for their supervisory control and data acquisition (SCADA) control system software product. The ABB control system architecture interface software and offerings included computers, networked data communications, and GUIs for high-level supervision of power and water machines and processes. I worked on their power grid GUI software product documentation.

From there, I worked for Northrup Grumman, assigned to the United States Postal Inspection Service, obtaining Public Trust Clearance.

Next, I was hired by Systems Documentation, Inc., and worked on various IBM product projects, including providing Eclipse-embedded documentation, hand-edited HTML information, and converting IBM legacy documentation into DITA using their ID Workbench tool. I also created Screen flow tutorials for their hardware communication system and blade servers.

I also have worked at the SAS company in their SAS Basic software product group using Arbortext XML editor. I acted as a Technical Writer/Instructional Designer for NCSU CALS to create a Final Cut Pro video demo for the DoD. I was part of the Hill-Rom Educational Services group and created clinical workshop support materials for hospital/clinical clients.

In more recent years, I have worked on Cisco customer support engineering publications, helping to format and generate GenAI articles published on Cisco.com. I recently created new feature functionality information via MadCap Flare for Spirion's data mining and security software interface.

My interest and skills have expanded to Cybersecurity and GenAI. I have taken several online courses as well as researched and self-study in AI and Cybersecurity. I have used Microsoft Office tools for over 10 years. I am proficient in designing SharePoint sites and creating presentations with PowerPoint as well.

For a full list of work experience, see **https://www.linkedin.com/in/betsywalters/**. To review my technical writing portfolio, see **https://www.betsywalters7.com/technical-writing**.

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