

Maria del Carmen Cervantes

dba Prodigy Projects
Houston TX 77237

December 4, 2024

Dear Prospective Hiring Manager,

I am excited to be considered for a role within your technical communications department. With over 13 years of experience in technical document and library management, I bring a proven track record of creating, organizing, and presenting information that enhances organizational efficiency and accessibility.

As a Program Assistant at SER National Inc., I developed engaging educational content, achieving an 80% retention rate in computer training classes while translating materials into Spanish to broaden outreach. My tenure as a Document Manager for Veja Mate Offshore Project GmbH further honed my skills in technical documentation, where I implemented a content management system, supported due diligence processes, and optimized workflows for a multi-stakeholder audience.

In my recent academic pursuits, I have completed projects in single-source publishing, technical document design, and screencasting as part of a Graduate Technical Writing Certificate program at the University of North Texas. These experiences involved mastering tools like MadCap Flare, Adobe Creative Suite, and Camtasia to produce professional, interactive content. For example, I led taxonomy development and metadata creation for a content strategy project, enabling efficient single-sourcing and enhanced searchability across multiple formats.

Fluent in English and Spanish, with a background in designing user-friendly technical materials, I am enthusiastic about contributing my skills and knowledge towards meeting your project goals. I am confident my expertise in content development and attention to detail will exceed your expectations.

Thank you for considering me. I welcome the opportunity to discuss how my skills and experience align with your needs.

Sincerely,

Maria del Carmen Cervantes, MLIS

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Summary

Experienced professional with 13+ years in technical document and library information systems management. Skilled in content development with a history of enhancing organizational efficiency and information accessibility. Proficient in designing user-centric content and documentation using industry-standard tools. Seeking contract technical communication project work.

Key Skills

- Content Strategy: Single-source publishing, content modeling, taxonomy, metadata creation
- Technical Tools: MadCap Flare, Adobe Creative Suite, Camtasia, HTML/CSS
- Writing: Technical reports, user guides, scripts, metadata-rich content
- Project Management: Workflow optimization, documentation compliance, stakeholder communication
- Languages: Fluent in English and Spanish

Professional Experience

Program Assistant | SER National Inc. | Houston, TX (2023–Present)

- Developed and delivered educational content with an 80% retention rate in computer training classes.
- Translated key documents into Spanish, expanding accessibility.
- Conducted CRM data management for streamlined client profiles.

Freelancer | Galveston, TX (2021–2023)

- Restructured IRS audit documentation, reducing tax liability by 30%.
- Provided human resources solutions, enhancing compliance and streamlining operations.

Document Manager | Veja Mate Offshore Project GmbH | Germany (2015–2021)

- Implemented a document management system, achieving a 55% cost reduction.
- Led documentation processes for regulatory certification, and managed due diligence for wind farm's sale coordinating responses to over 1,200 inquiries.
- Produced monthly construction reports and collaborated with EPCI project teams to address technical inquiries during the two-year construction phase

Librarian | USA & Germany (2007–2014)

- Conducted legal and social science research, managed acquisitions, and trained interns in online database use.
- Designed outreach programs and reference materials tailored to diverse audiences.

Education

Graduate Technical Writing Certificate | University of North Texas (2024)

Master of Library & Information Science | San Jose State University (2009)

Bachelor of Arts, Political Science/Public Administration | San Jose State University

Digital Literacies and Tools

Adobe Creative Suite, Camtasia, MadCap Flare

WordPress, HTML/CSS, XML/DITA