

James Lee

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604-761-1463

www3.telus.net/jameslee

SUMMARY

- Clear, strong, and reader-focused writing voice.
- Editor with an eye for detail.
- Quick learner with an aptitude for new technology.

WORK EXPERIENCE

May 2007 – Present

Sierra Wireless – Technical Writer

- Wrote, edited, and updated user guides, installation manuals, technical references, white papers, the corporate style guide, and the corporate glossary.
- Interviewed various Subject Matter Experts.
- Developed an image archive system.

January 2007 – April 2007

Douglas College – Peer Tutor

- Tutored students of varying skill levels in writing English.
- Helped develop an online peer tutoring service at the College.

July 2005 - July 2006

Vancity Group of Companies – Business Analyst

- Helped implement and manage a project to introduce a new mortgage feature to the existing line of products.
- Coordinated and assisted in the review and revision of key retail lending policies, procedures, and documents.
- Implemented revised policies, procedures, and documents, with accompanying communications to affected staff.

Sep. 2003 – June 2005

Vancity Credit Union – Financial Services Officer

- Performed all facets of the lending role: personal loans, mortgage, etc.
- Regularly contacted members to maintain and deepen a relationship.
- Acted as the branch Community Programs Representative: responsible for reviewing grant applications and approving or declining them based on the proposed organization's 'fit' with Vancity.
- All the duties of a Financial Services Representative.

June 1998 – Sep. 2003

Vancity Credit Union – Financial Services Representative

- Conducted daily banking transactions at the branch level: withdrawals, deposits, sales, member service.
- Directed member enquiries, monitored incoming calls, filing.
- Resolved member's problems in most cases; referred them to knowledgeable members of the team whenever I could not satisfy their needs.
- Assisted in training new staff.

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SKILLS AND AREAS OF KNOWLEDGE

Communication and Languages

- Research, write, and edit technical documents.
- Write and edit marketing materials such as white papers.
- Develop and produce project plans and research proposals.
- Knowledge of conversational Cantonese

Technology

- Adobe InDesign
- Adobe FrameMaker
- Adobe Photoshop
- Macromedia DreamWeaver
- Content Management Systems, HTML
- Microsoft Office applications
- Blogging

EDUCATION

2005 - Present

Douglas College: Enrolled part-time in the Print Futures: Professional Writing Diploma Program

June 2001

University of British Columbia: Bachelor of Arts, English Literature

VOLUNTEER EXPERIENCE

February 2007 – March 2007

S.U.C.C.E.S.S.: Edited and designed a brochure for the Planned Giving Program.

REFERENCES

Available upon request.