



# Joy Millea

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## OBJECTIVE

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To use skills and experience to pursue permanent, project-term or consulting position in Communications and Documentation. Looking for a stimulating, innovative work environment where I can be a member of an enthusiastic, collaborative and multi-disciplinary team.

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## SUMMARY

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- Accomplished Technical Writer, Course and Web Content consultant with over thirteen years' experience in both contract and permanent positions
- Writes clearly, concisely and accurately, translating technical information into simple-to-understand English
- Experienced in business analysis of user requirements, task flows, creating policies and procedures
- Skilled at producing computer user manuals, system documentation, training manuals, technical marketing materials, documentation plans and design descriptions
- Expert level user of all Microsoft and Adobe office applications
- Creates tutorials and training courses from analysis and design, through development, implementation and evaluation
- Edits graphics in all document formats, produces attractive page layouts in all applications
- Fluent in Dutch Language
- For work samples, see [www.joymillea.com](http://www.joymillea.com)

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## EXPERIENCE

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January 2000 to  
present

**Self Employed**  
Huntington Beach, CA  
Technical writer

Working remotely from my home office, I create technical reference manuals, user guides, release notes, data sheets, functional specifications, brochures and flyers.

June 1994 to  
January 2000

**Galaxy Hotel Systems**  
Tustin, CA  
Technical Writer

Scheduled documentation projects; updated reference manuals; designed/developed/created user guides for new software product; created release notes, installation instructions, functional specifications, RFPs, sales presentations, press releases, press kits and data sheets.

October 1991 to  
May 1994

**Geac Computer Systems**  
Santa Ana, CA  
Installation Specialist/Trainer

Developed and conducted training courses for customers and in-house employees on proprietary software; managed and scheduled training sessions during on-site installation projects; provided on-site support for customers during installation projects; conducted sales presentations; and performed quality assurance testing of software.

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**SKILLS**

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I have knowledge of and experience using the following software tools:  
Adobe Acrobat, Adobe Photoshop, Adobe Illustrator, Macromedia Freehand, QuarkXpress, Microsoft Word, Microsoft Excel, Microsoft PowerPoint

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**CLIENTS**

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Galaxy Hotel Systems; a division of Starwood Hotels, Tustin CA  
Hansa Consulting, New York City, NY  
Yoga Shakti Studios, Irvine CA