**S U S A N  D E N N I S**  
526 First Avenue South #413 • Seattle, WA 98104 • susandennis@gmail.com  
(206) 467-9912 • www.susandennis.com/resume

**Summary of Skills**

* Professional communicator (written and oral)
* Experienced in web design and publication
* Excellent PC skills; expert in Microsoft Office products
* Technical to English translator
* Practical corporate skills

**Work Experience**

October 2005 – July 2012 **• Resources Online •** Seattle

*Web Production and technical writing*

* Created and published a variety of internal and external websites for clients
* Wrote and edited a variety of content from web to technical papers
* Mastered a wide variety of Microsoft internal web production tools

March 2004 – October 2005 • **Microsoft** • Redmond, Washington

*Web Production Vendor*

* Created and published websites on demand
* Managed a variety of production tools
* Worked on internal and external websites

2001–2004 • **PAR3 Communications** • Seattle

*Marketing Communications Manager*

* Write, edit and produce all manner of marketing materials
* Manage customer-facing corporate website
* Create and manage intranet and extranet for the company
* Manage a wide variety of vendors and their projects
* Provide key support for MS Office products

1999–2001 • **Vitessa Corporation** • Seattle

*Executive Support for Sales*

* Rode herd on a sales team of 25 spread across the United States
* Provided all administrative support for Senior Vice President of Sales
* Established working relationships with all customers
* Served on the committee to review and approve all pending sales
* Reported sales activity detail to executives weekly
* Commandeered the move to a different tracking system saving more than $200K per year

*Business Communications Manager*

* Wrote content for and maintained customer-facing corporate website
* Wrote and produced marketing collateral in support of company's ecommerce business
* Built and maintained company intranet
* Created and published a customer newsletter (online, email and print)

1997–1999 • **Microsoft** • Redmond, Washington

*Online Account Manager*

* Provided support and planning for Marketing intranet
* Worked with developers to design and implement best practices
* Troubleshot technical issues on behalf of marketing team

*Communications Specialist*

* Created first internal communications effort for IT group
* Developed IT stories for internal and external media
* Counseled groups (i.e. Exchange Implementation, IT Security) for best communications practices

1994–1997 • **Self-employed** • Seattle  
*Contract Computer and Internet Work*

* Web site creation
* Database development
* Maintenance of total package
* Example: [www.officespace.com](http://www.officespace.com)

1982–1994 • **IBM**  
*Coordinator of Leasing Contracts* Seattle (1992–1994)

* Re-engineered job to increase time for direct customer contact
* Grew job from support of one branch to support of seven states

*Manager of Press Relations, Writers, Designers, Special Events* San Jose, California (1989–1992)

* Created, populated and managed team of professionals to execute full range of services
* Developed and implemented plan that improved morale of the entire development lab
* Managed budget of $3.2 million

*Executive Speech Writer, Special Events Planner* Rochester, Minnesota (1987–1989)

* Communications consultant for corporate announcement of IBM’s AS/400 computer line
* Formulated and implemented the corporation’s first customer advisory council for an unannounced product (model now used by IBM across all product lines)

*Press Relations and Special Events Planning* Stamford, Connecticut (1985–1987)

* Coordinated marketing of real-estate joint ventures in Atlanta, Boston, New York City and Washington, D.C.

*Corporate Communications: Writing, Editing* Charlotte, North Carolina (1982–1985)

* Implemented all aspects of internal communications plans for 5,000-employee manufacturing plant

**Early Employment**

* *Marketing Director* • Spirit Square Arts Center (non-profit performing arts theater) • Charlotte, North Carolina (1979–1982)
* *Self-employed* • Created and managed business of design and manufacture of apparel • Southern Pines, North Carolina (1976–1979)
* *Marketing Representative* • IBM • Greenville, South Carolina (1974–1976)
* *Newspaper Reporter* • West Virginia and South Carolina (1969–1974)

**Education**

* BA in Communications • Bethany College • Bethany, West Virginia