

# Jamie C. Makin

Northampton, Pennsylvania, USA

[jamiemakin.com](http://jamiemakin.com)

*Freelance technical writer with a background in information technology, web design, graphic design, technical illustration, architectural drafting, and model making.  
Passionate about technology, writing, learning, and teaching.*

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## Professional Experience

### Self Employed (DBA Kreider Web LLC)

*January 2018 - present*

Technical services provided as an independent contractor

- Technical writing: procedures manuals, quick start guides, training materials, online documentation, FAQs, customer service email templates
- Web design: sites for freelancers and small businesses using WordPress and Elementor
- Graphic design and technical illustration to supplement writing and web projects
- Architectural drafting: permit-drawing sets using AutoCAD for retail and residential construction projects, shop drawings for prefabricated wall manufacturers

### Lehigh Valley WordPress

*Co-organizer and volunteer, September 2017 - present*

- Presenter at WordPress meetups
- Tech support at "Help Desk" meetups
- Web designer and graphic designer for 2018 and 2019 Lehigh Valley WordCamp sites
- Event volunteer at the 2018 and 2019 Lehigh Valley WordCamps

## Skills

- Writing: technical writing, B2B, web content, blogging
- Content management: WordPress, Notion
- Web design: HTML, CSS, JavaScript, PHP, MySQL
- Object-oriented programming: Java
- Graphic design: Illustrator, Photoshop, InDesign, Snagit, AutoCAD 2D, SketchUp
- Computer literacy: Mac OS, iOS, Windows
- Remote communication: Slack, Microsoft Teams, Zoom, Loom
- File management and collaboration: DropBox, OneDrive, FTP
- Other skills: video editing, model making, 3D printing

## Education

### **University of California – San Diego Extension**

*Professional Certificate in Technical Communication*

- Core curriculum in technical writing, technical editing, online documentation, information design, and critical thinking
- Electives in Adobe Creative Cloud (Illustrator, Photoshop, InDesign)

### **Western Governors University**

*Bachelor of Science in Information Technology*

- Concentration in Software Development
- Web development (HTML, CSS, JavaScript, PHP)
- Object-oriented programming (Java)
- Database design (mySQL)
- Technical writing
- Project management