

# Brenda Daverin

P.O. Box 2464  
Redwood City, CA 94064-2464  
(650)598-9653 – home  
(415)730-6881 – cell  
Email: bdaverin@pacbell.net

## Summary

- Writer with two years of experience creating technical and customer-facing documents.
- Capable of inter-departmental communication and interaction to achieve goals.
- Dedicated to customer service and clear communication.
- Able to meet or exceed goals with minimal supervision.

## Tech Skills

- MacOS X 10.4, Windows XP
- Adobe Acrobat, Firefox, InDesign, Dreamweaver, Microsoft Word, PageMaker, Photoshop

## Experience

### Senior Solutions Specialist

Sept. 2000 – Nov. 2005 — Ricoh Corporation, Cupertino, CA

- Handled tech support questions via phone and email from salespeople, technicians and customers, averaging 10-20 calls/day.
- Met or exceeded group standards for call volume, hold percentages, and customer satisfaction surveys.
- Created and maintained complete set of customer-facing FAQs on one product.
- Contributed to the FAQs of several other products.
- Wrote white papers and instructional guides which aided in product sales.
- Prepared and distributed reports on calls received by the support team which tracked various issues and performance matrices, expanding the report from charts and graphs to a detailed discussion of trends and issues.

### Coordinator

Oct. 1999 – Sept. 2000 — Bizbuyer.com, San Jose, CA

- Facilitated communication between two corporate offices to better track various development projects for a B2B website/portal.
- Position was created after I demonstrated the need for a dedicated person to handle the traffic.
- Assisted director of engineering with management of engineering and QA staff.

### Publications Division Co-Manager

Sept. 1999 – Sept. 2002 — ConJose, Fremont, CA (volunteer)

- Produced and supervised production of progress reports, at-con publications and on-site newsletter for 5,000-person special interest convention.
- Coordinated submissions from multiple departments.
- Generated copy and documents on tight deadlines.

### Software QA Engineer

May – Oct. 1999 — Splash Technologies, Sunnyvale, CA (contract)

- Performed functionality and application compatibility testing for PostScript-based color printer servers from MacOS and Windows platforms.
- Designed test matrices.

#### Software QA Engineer

Jan. 1998 – March 1999 — NEC, Santa Clara, CA (contract)

- Performed third-party application compatibility and functionality testing of PostScript-based laser printer drivers and installers for the Mac OS.
- Ran pre-designed automated tests using Adobe PS Test software.
- Wrote test cases based on provided goal lists.
- Designed test matrices for the drivers and installers.

#### Software QA Engineer

Sept. 1996 – Dec. 1997 — Apple Computer, Santa Clara, CA (contract to perm)

- Performed third-party application compatibility testing for QuickDraw inkjet printer drivers.
- Wrote test plans and matrices.

#### Software Tester

Apr. 1996 – Sept. 1996 — Becton Dickinson Immunocytometry Systems, San Jose, CA (contract)

- Performed feature set and functionality testing of a proprietary immunocytometer data interpretation software package for the Mac OS.
- Wrote test procedures and designs in compliance with ISO 9000 standards.

#### Software QA Engineer

October 1995 – Mar. 1996 — Apple Computer, Santa Clara, CA (contract)

- Performed third-party application compatibility testing for a QuickDraw inkjet printer driver.
- Wrote test plans and matrices.

#### Software Tester

Nov. 1994 – Oct. 1995 — Apple Computer, Cupertino, CA (contract)

- Comprehensive manual testing of client software for eWorld, Apple's online service, and specialized testing of the electronic mail section of the system software for the Newton personal digital assistant.
- Designed and implemented test cases.

#### Software/Peripheral Tester

June 1994 – Nov. 1994 — Global Village Communications, Mountain View, CA (contract)

- Comprehensive manual testing of fax modem applications and associated support software for the OneWorld fax server and TelePort fax modem (Macintosh).
- Designed test plans.
- Proofread documentation.

#### Software/Peripheral Tester

May 1993 – Feb. 1994 — Canon Information Systems, Palo Alto, CA (contract)

- Comprehensive manual testing of printer drivers, scanner drivers, and other assorted support software for Canon hardware.
- Designed test plans and wrote test matrices.
- Proofread documentation.

#### **Education**

Studied theater arts, music, and general subjects at Cañada College in Redwood City and Sonoma State University in Rohnert Park from 1985 - 1989 and from 1991-1992.