

stephen r wells

OBJECTIVE

To employ writing and design skills in a high paced, challenging environment focused on continual improvement and shared success.

CORE EXPERTISE

Using clearly written language and custom designed graphics to collaboratively explain technology to professionals and laypeople. Media of core experience include television, radio, newspaper, magazine, business reports, and the internet. Confident speaker experienced with Powerpoint and document-led presentations. Extensive knowledge of CSS precedences and inter-browser design issues. Quick at learning new technologies to present in written or digital documentation.

COMMUNICATIONS SKILLS

- Copywriting skills including technology scriptwriting, instructional writing, business writing, and corporate communications.
- Knowledge of standard styles (MLA, Chicago, CP).
- Copyediting for content, grammar, and style (print and internet).
- Efficient use of internet and print media in research.

DESIGN SKILLS

- Website design
- Instructional design
- Document design
- Brand development

PROGRAMS

- Dreaweaver
- Flash
- Photoshop
- Illustrator

TECHNOLOGIES

- XHTML
- CSS
- Javascript
- MS Office

OTHER SKILLS

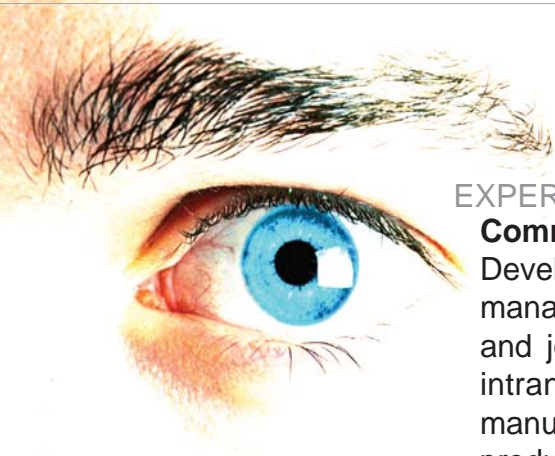
- **Detail-focused:** Saved West Teleservices \$120,000 by performing data analysis to prove that contractual obligations had been met.
- **Deadline-oriented and independent:** Created many print publications to tight deadline schedules on behalf of West and Pacific Blends.
- **Self-motivated and adaptable:** Able to independently identify strategic communications needs and develop strategies on behalf of corporate management team.

EXPERIENCE

Communications Officer

West Teleservices (04/2003 - 12/2006)

Wrote and delivered daily internal communications to over 1000 employees serving AT&T Wireless and later Cingular Wireless customers. Shared information on changing policies to employee teams in ongoing verbal presentations. Represented West directly with the client to perform high-level, needs-oriented tasks for client requests. West Teleservices provides third-party telephone based customer service from over 25 locations worldwide.



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EXPERIENCE

Communications Officer

Pacific Blends (05/2001 - 03/2003)

Developed corporate image and marketing materials. Acted as link between management and production staff to communicate policies. Authored training and job safety documents, corporate manual and product sheets. Designed intranet site for sharing information within the company. Pacific Blends manufactures custom dry-food blends catering primarily to seafood-related products.

Production Coordinator

Chalk Networks (01/2000 - 05/2001)

Led three person team responsible for technical aspects of several television shows focusing on consumer electronics. Additional duties included writing and directing special-effects segments and writing content for a technology-related radio show. Chalk Networks creates television shows for national broadcast, airline television content, streaming advertising, and technology features for local news programs.

Graphic Designer / Proprietor

Cascadia Multimedia (04/1998 - Present)

Performed variety of web site and corporate image development contracts for small to medium size businesses as self employed web design contractor.

Desktop Publishing

WBI (04/1992 - 06/1998)

Helped create and design marketing materials and a monthly newsletter. Also created quarterly price guide containing over 50 pages of data. Western Basic Ingredients provided dry-blended food ingredients to industrial and food service customers.

VOLUNTEER

National News Editor

The Martlet (09/1996 - 06/1997)

Coordinated weekly two page spread focussing on national student news. Responsibilities included editing, copywriting, and page layout. The Martlet is the student newspaper for the University of Victoria

EDUCATION

University of Victoria

Victoria, BC (Graduate 2008)

Bachelor of Arts Degree, English Major & Professional Writing Minor

Computer Master

Victoria, BC (1998)

Graphic Design, Diploma

REFERENCES & PORTFOLIO

Available Upon Request.