

Résumé for CAROLYNN DAY

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Profile

I am a self-disciplined and reliable person with experience of writing and editing, communications, project management and event management. As well as having an analytical mind, I'm a multi-tasker who can simultaneously manage a variety of projects, actively maintain a large number of relationships and organise components into an efficient and successful operation. I have a great deal of experience working across multiple projects. I can juggle priorities, keep everyone updated and informed, problem-solve and be highly constructive around time, resourcing and budgeting. I am hard working and am always keen to learn new skills to enhance my professional experience.

Document Services

- Writing** - information materials, media releases, copy writing, web content, reports, manuals, processes, plans, policy & governance documents, CVs
- Assessing** - evaluating commercial documents, reports, applications, procedures, website text
- Editing** - providing Plain English text, copy editing, style reporting, proof reading
- Presentation** - live and online visual presentations, handouts, manuals, resource production

Background

I have a great deal of experience in producing and editing documentation for commercial, statutory and specialised community audiences. My career includes the public and voluntary sectors in project management, training & development and communications.

I am skilled in writing and editing technical case studies, industry-specific reports and articles, feedback & evaluation, policy & governance documents and similar. I also produce information material, training resources and media documentation. I write and edit web-based content and have worked on the production of several communications-focused websites. I specialise in writing, formatting and editing in plain-English, particularly text aimed at a global audience.

As well as producing PowerPoint shows, advertising materials and manuals for training events, I also have a proven background in facilitating and delivering in-house and public training courses. I am experienced in managing events ranging from exhibition stands and workshops to seminars and weekend conferences.

Recent Work

Specialist in the Engagement Team

- Carried out a review and analysis of all Team intranet and internet pages, links and customer journeys
- Edited and reformatted Engagement forms, templates, online descriptions and process charts into user-friendly and plain English versions
- Rewrote and reformatted the Engagement and Consultation Guidelines (the 'RoadCode' for carrying out community engagement for Auckland Council) for print and online

Sea Change – Tai Timu Tai Pari Engagement Lead

- Designed and tested feedback surveys
- Compiled, formatted, analysed and presented evidence, data and feedback
- Prepared and created media updates, publicity materials, project briefs and evaluation reports

It. Advertising (ongoing client work)

- Proof reading and editing project case studies (for use on websites, publicity materials and journals)
- Proof reading and editing articles and write-ups (for specialist business newsletters, annual reports and award submissions)
- Work supplied for It. clients including Fuji Xerox, Koorb Consulting, CablePrice, McConnell Dowell, PharmacyBrands and Plunket

Realspark Ltd (own business)

- Real Spark Training - relationship management; creating course materials; course and event administration
- Point of Service - designing and delivering specialised Mystery Caller projects including data collection and analysis, report writing and presentation
- Clarity Editing & Writing – Plain English editing (particularly text aimed at people who do not have English as their first language); Success Stories (researching, writing and producing case studies for publication)

Other Skills

Training development and delivery

Recruiting, training and supervision of staff, volunteers and interns

Event organisation

References and a full CV available on request