

# Joanna Vilim

Chicago-based Technical Writer & Analyst

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## EXPERIENCE

### Self-Employed, Chicago, IL & Remote

Technical Writer/Analyst

July 2011 - Present

I have worked on several short-term projects for banks, real estate investors, financial servicers, auditors, start-ups, small businesses and non-profits. Projects include:

- Evaluating and updating risk assessments, policies and procedures
- Documenting software development requirements and user stories
- Creating user help guides, job aids, process diagrams and FAQs
- Preparing training slides, videos and webinar transcriptions
- Analyzing financial data for investor newsletter preparation



### Continuity, New Haven, CT (Remote)

Technical Writer/Analyst

January 2014 - January 2017

Continuity provides a compliance management SaaS solution for financial institutions. I worked with the regulatory compliance and audit teams for client platform support. Responsibilities:

- Analyzed federal banking regulation and guidance changes for subscriber communications and webinar training presentations
- Configured platform script updates for compliance auditing modules
- Coordinated scheduling and artifact management for compliance audit service



### Fiserv, Chicago, IL

Business Analyst

January 2006 - June 2011

Fiserv provides FinTech solutions to institutions and firms. I worked in the Investment Services division (formerly CheckFree Security APL) providing vendor and broker-dealer interface support for trading, bookkeeping, and account processes. Responsibilities:

- Translated client requests to statements of work, requirements, test cases, data transmission and release management documentation
- Managed concurrent projects between third-party vendors, clients, programmers and quality assurance analysts
- Maintained web application for client/vendor relationship tracking
- Created ad hoc SQL queries for Six Sigma reporting requests

## SKILLS

- 🗨 **Communication:** Slack
- 🗄 **Database:** Toad, Oracle, DB2, MySQL, Access
- 📄 **Documents:** Microsoft Word, Adobe Acrobat Pro, Google Docs, Ulysses Markup Editor
- ✉ **Email Marketing:** Mailchimp
- 📊 **Financial:** Microsoft Excel, Google Sheets, Pivot Tables
- 🔍 **Help/Content Management:** Adobe RoboHelp, Desk.com, SharePoint, UserVoice, Zendesk
- 🖨 **Image Capture, Editing, Diagramming:** Adobe Photoshop, Snagit, Jing, Visio
- 🔄 **Methodologies:** Agile, SDLC, Waterfall/Traditional
- 📄 **Presentations:** Microsoft PowerPoint, Google Slides, Keynote
- 🛠 **Issue/Project Management:** Basecamp, Atlassian Jira and Confluence, Microsoft Project
- >\_ **Unix:** Vi Editor, Attachmate Kea Extra
- 🎥 **Video Capture/Editing:** Jing, Camtasia
- 🌐 **Web Content:** WordPress

👨 **Currently Learning through The Odin Project:** CSS3, JavaScript, jQuery, Ruby on Rails

## EDUCATION



### Marymount University

Arlington, Virginia  
MS Computer Science



### Texas Tech University

Lubbock, Texas  
BBA Accounting