

Ash Lindquist

Software Application Specialist & Technical Writer

lindquist.ash@gmail.com

PROFILE

I am a personable, enthusiastic, and motivated geek with 10 years of experience in information technology. My passion is building systems and applications that increase team collaboration and productivity via well-thought-out user experiences and business process optimization. I take great pride in creating clear and concise user training materials and technical documentation.

SPECIALIZED SKILLS

- Application Design & Development
- Software Systems Administration
- Technical Communication & Documentation
- Information & Knowledge Management
- User Training & Support
- User Experience & Web Accessibility
- Graphic Design & Asset Bundling
- Business Process Analysis & Modeling
- Project & Task Management
- Team Building Event Planning

EDUCATION

Bachelor of Science: Applied Computer Science and Graphic Design

St. Cloud State University – 2010 (Cum Laude)

SharePoint training from Certified Microsoft Learning Partner: 2012

SharePoint 2010 Designer Fundamentals

SharePoint 2010 Site Collection and Site Administration

SharePoint 2010 No-Code Application Development for Workflows, Data Connectivity, and Reporting

TECHNICAL COMPETENCIES

Collaboration & Documentation

Microsoft 365 Apps & Services

Google Workspace

Atlassian Solutions

SnagIt & Camtasia

Basecamp

Slack

Apiary

Doxygen

Javadoc

Development Tools

MS Visual Studio

MS Power Apps

MS Power Automate

Apple XCode

Git/GitHub

Bitbucket

SourceTree

PyCharm

Eclipse

Atom

Cmdr

DiffMerge

Jenkins CI

Fiddler

Charles

Graphic Design & Wireframing

Adobe Creative Cloud

Sketch

Balsamiq

Programming Languages

HTML

CSS

XML

JSON

REST

SQL

ASP.NET

JavaScript

ActionScript

Objective-C

Swift

C++

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C#

Java

Python

EXPERIENCE

Digital Workplace Facilitator; Nelson Marlborough Institute of Technology (NMIT)

September 2020 - Present

- Support staff members in their use of Teams, SharePoint and other M365 applications.
- Work with NMIT teams to translate complex business processes into SharePoint solutions.
- Collaborate with external contractors to develop companywide document management solution and custom SharePoint applications and workflows specific to NMIT business processes.
- Develop knowledge base learning and support content for digital workplace systems and tools.
- Provide a variety of in-person and online training to facilitate the use of digital collaboration and communication tools in the workplace.

Library Assistant - Serials; Nelson Marlborough Institute of Technology (NMIT)

May 2019 - September 2020

- Responsible for receiving, processing, and maintaining all aspects of both physical and digital serials publications including: magazines, newspapers and academic journals.
- Optimized component algorithms and historic serials data in the library management system to accurately predict serial delivery dates.
- Worked with publishers and suppliers to resolving issues with missing or undelivered serials.

Tier 1 Library Assistant; Nelson Marlborough Institute of Technology (NMIT)

April 2018 – December 2018

- Assisted students and staff with library and technical support needs.
- Reduced calls to tier 2 (IT) support team and created more knowledgeable tier 1 support staff by writing and updating all internal support team documentation and digital reference materials.
- Organized all tier 1 digital resources and online support FAQ for students and staff.

Digital Communication Support - Volunteer; The Nelson ARK

June 2016 - August 2017

- Designed, developed and supported Nelson ARK website.
- Liaised with supporter management software team to organise supporter database and metadata.
- Designed and distributed newsletters and marketing materials using supporter management system.
- Trained team on use of supporter management system and digital productivity tools.
- Organized digital assets for digital and print marketing.

Lead Volunteer; The Nelson ARK

June 2015 - April 2016

- Organized and managed daily tasks for all volunteers for the APART program.
- Trained new volunteers on APART course daily tasks and responsibilities.
- Assisted students in Healing Species class and dog training sessions.
- Cleaned and organized class room, office, kennel area and farm grounds.

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EXPERIENCE CONT.

iOS Engineer; Storybird Inc

March 2014 - April 2015

- Supported an iOS application on a system with more than 10 million members.
- Guided design team on asset requirements for iOS device layouts.
- Collaborated with 100% distributed team in US, Canada and the UK.
- Designed, developed, tested, and refactored using agile methodologies.
- Debugged iOS issues for a faster and smoother user experience.

iOS Engineer & Technical Writer; NativeX

June 2012 - March 2014

- Provided high quality SDKs by translating complex business requirements into usable and stable software solutions.
- Increased revenue by managing the requirements required for all mobile SDK to be transitioned to standardized global ad platform specifications.
- Decreased calls to integration support team by creating and updating clear technical documentation for REST API services and all mobile platform SDKs.
- Promoted more knowledgeable sales and business staff by providing technical product training and understandable internal product documentation.
- Designed, developed, tested, and refactored using agile methodologies.

Web Support Specialist; County of Stearns (Minnesota)

May 2010 - June 2012

- Helped build an award-winning website by working with web and mobile application development companies to implement solutions that meet the needs of both departments and citizens while working with existing frameworks.
- Boosted cross-department collaboration by creating valuable user documentation and training materials for departmental content editors.
- Improved pre-SharePoint intranet through implementation of ASP web applications and forms.
- Completed SharePoint training from Certified Microsoft Learning Partner.
- Liaised with external contracting company to plan and support SharePoint intranet roll-out.

Web Designer/Developer; Freelance

2007 - Present

- Design and implement web environments for small local businesses, non-profits or personal sites using content management systems, web applications, social media and custom software development.
- Basic small business branding: logo design, business cards, letter heads, etc.