

Chantal Chiasson

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Technical Skills

Adobe Acrobat DC	Drupal (CMS, CIR)	Mindtouch
Adobe Dreamweaver	Google Analytics	MixPanel
Adobe Photoshop	Google Workspace (G Suite)	Salesforce
BookStack	HTML	SiteImprove
Camtasia	Hotjar	SnagIt
Confluence	Jira	Wordpress
CSS	Microsoft Office Suite	YouTube (Livestreaming)

Professional Experience

Web Coordinator

Laurentian University, Sudbury, ON

October 2022 – July 2023

- Collaborated with faculty and staff to create and plan the layout of new web pages and modify existing content to achieve their goals
- Audited program pages to ensure they were up-to-date and accurate
- Implemented quality control to ensure that pages are compliant with the AODA and free of errors or issues that may create a negative experience for web users
- Supported the promotion of campus events on the web
- Providing monthly web training sessions and troubleshooting help for the Laurentian web author community
- Worked with a team to improve the website's information architecture and menu layout, with the goal of implementing the departmental plan of student recruitment and retention
- Trained, supervised, and delegated tasks to a work-study student

Product Technical Writer

PGi, Remote

February 2020 – September 2022

- Developed customer-facing documentation and online help including FAQ, how-to, reference, and conceptual articles for online meeting, webinar, webcast, and operator-assisted conferencing products to meet the company's self-service support goals
- Collaborated directly with 10+ project managers, developers, and other stakeholders to produce release notes and new feature articles, and update existing articles and user guides for accuracy
- Assisted in creating and maintaining 10+ high-traffic branded online knowledgebases for channel partners, increasing the company revenue
- Wrote release notes for the online meeting desktop app and mobile app, and for the operator-assisted conferencing product, ensuring that customers and internal staff were up to date with new features, bug fixes, and known issues

- Analyzed page views and searches in Google Analytics and SalesForce to improve the site's content, search results, and information architecture

Bilingual Conference Specialist

PGi, Toronto, ON

June 2019 – February 2020

- Produced internal protocols for Canadian companies and quick guides for other conference specialists
- Created an internal training video tutorial for a new customer outreach database
- Set up, introduced, and facilitated Q&A for operator-assisted conferences for Fortune 500 companies, including press conferences, investor relations calls, and town hall events
- Greeted conference attendees dialing in, collected sensitive information, and placed them into the correct conference while following company-specific protocols

Freelance Translator

Self-employed, Mississauga, ON

July 2016 – August 2017

- Translated health & safety memos for the transportation sector from French into English
- Researched specialized dictionaries and terminology banks to identify the closest equivalents for nuanced terminology and phrases
- Revised and proofread translations and reviewed them with clients

Education

York University

B.A. in French to English Translation

June 2019

- Received First Class Honors
- Relevant Courses: Français écrit pour spécialistes, Rédaction avancée, Documentation, Techniques of Revision in Translation

Certificate in Professional and Technical Communication

June 2019

- Relevant Courses: Techniques in Business and Technical Writing I and II, Documentation in Business and Industry, Problems in Professional Writing, Creating and Promoting Web Content

Certificate of Bilingualism

June 2019

Western University

B.A. in French Studies

Attended September 2013 – April 2016

Diploma in Business French

April 2016

Google

Foundations of User Experience (UX) Design course

June 2023

Advanced Google Analytics course

September 2022

Google Analytics for Beginners course

July 2021