




SYDNEI MAYERS

Technical Communicator

 sydmayers.com

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 (912) 322-6137

SKILLS

Technical Communication

- Technical Writing & Editing
- Project & Team Management
- User Experience Research
- e-Learning Design
- Instructional Design
- Multimedia/Graphic Design
- Web Design

UX Research

- Usability Testing
- System Usability Scale
- Heuristic Evaluation
- Questionnaires
- Cognitive Walkthrough
- User Interviews
- Qualitative/Quantitative Evaluative Methods
- Personas
- Secondary Data Analysis
- Mockups
- Card Sorting

Software

- HTML/CSS
- DITA
- GitHub
- Articulate 360
- Adobe FrameMaker
- Adobe InDesign
- Adobe Photoshop
- Adobe Illustrator

CERTIFICATIONS

Six Sigma Green Belt

Certifier: The Institute of Industrial and Systems Engineers

Adobe FrameMaker: Level 1

Certifier: Adobe

Google Analytics: Beginners

Certifier: Google

EDUCATION

Mercer University - School of Engineering — Macon, GA

Fall 2020 - Spring 2023 | GPA: 3.95

Technical Communication Management, M.S.

Thesis: "UX Professionals' Learning and Usage of UX Methods in Agile Environments in the U.S."

Fall 2017 - Fall 2021 | GPA: 3.67 | *cum laude*

Technical Communication, B.S. | Focus: Usability | Minor: Global Health

WORK EXPERIENCE

Multimedia Project Manager

Mercer University, Dept. of Technical Communication

August 2022 - December 2022

- Led a multimedia team to enhance the Eye Protection & Hearing Conservation e-Learning course by creating three high-quality instructional videos
- Maintained high-quality standards, consistently exceeding defined expectations
- Efficiently managed workload distribution, optimizing team productivity and meeting project timelines
- Facilitated the creation and distribution of online course materials, providing comprehensive support for project objectives
- Established effective communication channels for collaboration
- Implemented project management strategies to meet milestones and address challenges promptly throughout project execution

Instructional Designer/Communicator Contractor

Randstad Staffing, Client: Georgia Transmission Corp.

September 2021 - March 2022

- Researched and wrote monthly safety and technical training newsletters and technical safety documentation
- Created content for two training e-Learning courses
- Collaborated with other information developers to produce and share content for different types of deliverables
- Conducted peer reviews of documentation
- Collected and analyzed material from subject matter experts
- Continuously improved documentation by incorporating feedback from internal users

Instructional Designer Intern

Georgia Transmission Corp., Dept. of Safety & Technical Training

May 2021- August 2021

- Designed and wrote 13 issues of department newsletter
- Developed infectious disease educational documents
- Produced educational documents related to corporate safety policies
- Created content for instructional video
- Established and created content for the first training e-Learning course in the department

ACHIEVEMENTS

Dept. of Homeland Security

- DHS Challenge Coin and letter

Mercer University

- Phi Eta Sigma Honor Society Scholar
- Dean and President's list recipient

RELEVANT COURSES

- Technical Writing/Editing
- Content Strategy
- Health Journalism
- Creative Writing
- Multimedia
- Instructional Design
- Managing Instructional Systems
- Engineering Design
- Information Design
- Communication in High-Tech Environments
- Visual Communication
- Professional Communication
- International Technical Communication
- Managing International Projects
- Managing People and Projects
- Communication in Management
- Programming for Engineers
- Web Design
- Usability
- Advanced Usability
- Psychology
- Marketing
- Social Media Management

Global Health in Action Newsletter Editor

Mercer University, Dept. of International and Global Studies

August 2018 - December 2018

- Introduced community-based and international health journalism through a variety of projects
- Built new skills in global health, including community-based research, international health communication, media data analysis, and media-based advocacy and activism

UX RESEARCH

Client: Georgia College & State University

February 2021 - May 2021

- Recruited participants and moderated virtual usability assessments of the internal website of Center for Teaching & Learning
- Made recommendations, designed mockups, reported and presented findings and recommendations to client
- Delivered test plan, final report, and presentation

Client: Federal Emergency Management Agency (FEMA)

January 2021 - May 2021

- Recruited participants and moderated usability assessments of the Disasters & Assistance pages of FEMA.gov
- Worked in Agile environment while maintaining communication
- Made recommendations, designed mockups, reported findings and recommendations to FEMA

Client: U.S. Department of Health and Human Services (HHS)

June 2020 - July 2020

- Recruited participants and moderated virtual usability assessments of HHS.gov/coronavirus that measured the findability, clarity, effectiveness, and additional usability strengths and weaknesses
- Delivered test plan, final report, and presentation to client
- Made recommendations, designed mockups, reported and presented findings and recommendations to HHS

Client: U.S. Department of Homeland Security (DHS)

May 2020 - June 2020

- Recruited participants from three age groups and moderated virtual usability assessments of Coronavirus.gov
- Made recommendations, designed mockups, reported and presented findings and recommendations to DHS
- Delivered test plan, final report, and presentation to client
- **Achievements:** Received DHS challenge coin with commendation letter from the Director of Web Communications in the Office of Public Affairs. Report was presented at large conference in DC

Client: Georgia Department of Education

January 2020 - February 2020

- Recruited teenagers and young adults who never used the product
- Conducted in-person usability on the Georgia PINES Android app
- Operated Morae software to record sessions in usability lab
- Delivered test plan and presentation to client