TYLER GRIM

Vancouver, BC
tyler@tylergrim.com
604.916.7016
linkedin.com/in/tyler-grim

Summary

Technical editor and writer with more than 10 years of experience overseeing editorial and writing workflows for online learning experiences, user manuals and UI documentation. Recognized for effective collaboration in support of project success. Appreciated for eagerness to volunteer for challenging projects.

Technical skills: SolidWorks, MadCap Flare, InDesign, Illustrator, MS Word, HTML/CSS, LMS platforms

Experience

Editorial Consultant
Academy of Art University | Remote | 2016–present

- Provided technical editing expertise to 45+ subject experts on 80+ online education courses, with a focus on online readability and knowledge retention.
- Audited 400+ online courses for a LMS migration to D2L Brightspace, a project that required a keen eye to detail, adaptability to new systems and experience with HTML.
- Adapted a core set of courses for a special student-retention initiative, adapting content for better retention and student engagement.

Technical Writer
Keirton, Inc. | Surrey, BC | 2021

- Designed exploded-parts illustrations in SolidWorks Composer to render in Illustrator and import into a new InDesign template for machine assembly instructions.
- Performed an on-site analysis of existing machine assembly instructions to test for more efficient and more accurate instructions and researched how products were packaged for distribution to validate new assembly instructions.

Editorial Project Lead
Academy of Art University | San Francisco, CA | 2011–2016

- Led editorial production on 70+ online education courses, providing writing and developmental and/or line editing support to 55+ subject experts, helping to shape complex, technical course material into accessible content geared for student success in an online environment.
- Explored creative solutions for implementing interactive learning components in an online French language course to reinforce lessons, enhance student engagement and improve student success.

Technical Writer
Vinyl Interactive | San Francisco, CA | 2010–2011

- Wrote, edited and published 300+ XML schema entries and user-interface micro help topics.
- Identified issues in the UI and discrepancies in the XML schema.

Business Analyst
Western Union Payment Services | San Francisco, CA | 1999–2008

- Wrote, designed and published procedures and user manuals for an in-house-designed data-entry user interface and implemented training procedures that reduced error rates by 30%.
- Engineered an automated report system that pulled data from various databases, compiled it and published results to stakeholders, reducing processing time by 40%, improved accuracy and created a channel that improved company-wide access to information.

Education

Associate Certificate, Technical Writing
British Colombia Institute of Technology, 2021

Certificate, Writing
University of California, Berkeley Extension, 2011

Bachelor of Arts, Foreign Language and Literature, French
Oklahoma State University, 1997

"Every [course] build with you seems so effortless, which is a big flag signaling that you've gone above and beyond to bring everything together in that way. I always feel so lucky to work with you."

Laura McPherson
Instructional Developer

"I was fortunate to have been able to work with an astute team. They were helpful, encouraging, and had great ideas. They communicate clearly and have a balance of both practical and creative suggestions that inspire me. I also found them to be empathetic and highly competent."

Heather Jovanelli
Academy of Art University Faculty