

## LUCIE-ANA BALDWIN

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Madam, Sir,

Due to a necessary career change in January 2012, I've decided to become self-employed in my field of expertise and have been working on expanding my client base. Here is where I stand:

- Joined the ranks of the self-employed and have updated my resume in both English and French, which I am enclosing with this letter.
- Offer services in both English and French focusing on my expertise in proofreading, translating and written communication (such as letters, resumes, etc.). I pay close attention to detail and take pride in a job well done.
- Target companies and individuals who need help with excess work and meeting deadlines based on my skills.
- Continue taking courses to hone my skills.
- Plan on working from my office at home. No need to provide me with a work station.
- Also looking to work part time in my field of expertise in order to supplement my annual income. For this, I am available to commute.

If you feel my experience and the services I offer could help you reach your goals or if you know of or come across an opportunity, please don't hesitate to contact me. Ideally, I'm looking to work with clients who value the well written document as one of the means to distinguish themselves.

Sincerely,

Lucie-Ana Baldwin

Enclosure: Resume

# LUCIE-ANA BALDWIN

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Home and office: 450-264-4478

## SUMMARY

Possesses many years of experience in proofreading, translation, technical writing and written communication.

Translates from English to French and vice versa. Proofread and translated flyers, brochures, job aids, training programs and storyboards for simulations. Created a terminology and linguistic data bank for instructional designers. Created job aids to highlight services, new products, new pricing and promotions. Created short training programs drawn from existing programs updating the information relating to new services and pricing for retail clients. Known for her attention to detail in her role as a linguistic advisor to instructional designers and as never being too busy to help out.

## PROFESSIONAL EXPERIENCE

### FREELANCE

Since 2012

#### *Proofreader and translator*

Proofread and translate in both English and French various short to medium-length documents in different fields.

### ROGERS COMMUNICATIONS INC./FIDO SOLUTIONS INC., Montreal (Québec)

1995 – 2012

Rogers Communications is a company that offers a variety of communication and media services and is the most important supplier of wireless and cable services in Canada. Fido Solutions is a Canadian wireless company founded in 1996. In 2004 Fido became a subsidiary of Rogers Wireless Inc., which is also a subsidiary of Rogers Communications.

#### *Instructional Designer – Maintenance, reviser and translator for Rogers and Fido* (2011 – 2012)

Update and correct training modules for online and in-class courses according to the trainers' requests. Correct spelling, verb and gender agreement, syntax and terminology related to training programs and documents. Translate in both English and French documents pertaining to training programs.

#### *Quality control – proofreading and translation for Rogers and Fido* (2008 – 2011)

Proofread documents completed by instructional designers for online and in class training to ensure writing quality of final product; translate occasionally short to medium size texts for the training department.

Achievements

#### **Area of expertise: Translation**

- Translated more than 30 short to medium-size texts (job aids and training modules) within 4 weeks for the training department in order to help them meet their very tight deadline.
- Translated many storyboards for online training.

**Area of expertise: Writing**

- Created a terminology and linguistic data bank designed for instructional designers in order to assist them in the creation of their training documents. This data bank includes linguistic capsules provided by the Linguistics Department, company nomenclature, syntax, updates of the name of products and services, acronyms – their definition and translation, in addition to tips on how to remember the spelling and avoid improper usage of certain words, and anglicisms.

*Reviser and technical writer for Fido Solutions Inc.*

(2004 – 2008)

Proofread and validate information in documents created by instructional designers to ensure writing quality and information accuracy of final product. Translate short texts when the Linguistic department can't meet the Training department's tight deadline. Create job aids for internal use on new products and services, new pricing and promotions. Create point form modules for retailers drawn from existing training programs.

Achievements

**Area of expertise: Writing**

- Wrote several well-manned job aids on new products and services and promotions according to technical specifications provided by both the Sales and Marketing departments and research done on the Web.
- Wrote several job aids to emphasize and promote the benefits of certain services such as GSM, national coverage and differentiators that make Fido stand out among its peers.
- Created many point form modules drawn from existing training programs and designed especially for retailers such as Future Shop, Best Buy and Wal-Mart on new products and services.
- Created a database of activities based on the popular TV game show "Jeopardy!" for online and in class training programs and used as an assessment of skills and knowledge in an entertaining environment.
- Developed and wrote a business case, at the request of an administrator, on the facts and figures of teleworking in order to promote and adopt this alternative working arrangement at Rogers. Teleworking was adopted mainly for Rogers' call centers; however, our Instructional Designing & Development department was allowed two teleworking days per month.

*Executive Assistant to the president and CEO of Fido Solutions Inc.  
(formerly known as Microcell Telecommunications Inc.)*

(1995 – 2004)

General and personal secretarial work

Achievements

**Area of expertise – Proofreading**

- Proofread a colleague's comprehensive master's thesis.

**TELESYSTEM LTD, Montreal (Quebec)**

**1992 – 1995**

Telesystem Ltd. is a Canadian private corporation founded in 1984 by Charles Sirois, its actual Chairman and CEO. For more than 20 years, Telesystem's activities were devoted to the creation, acquisition, financing and management of companies in the field of information and communication technologies, such as Fido Solutions Inc., around the world.

*Executive assistant to one of the two vice-presidents*

## PROFESSIONAL DEVELOPMENT

<b>Insights into a career as a single consultant, LHH   DBM</b>	2012
<b>The art of negotiating, LHH   DBM</b>	2012
<b>Insights into entrepreneurship, LHH   DBM</b>	2012
<b>Entrepreneurship – Orientation, preparation and execution, LHH   DBM</b>	2012
<b>Rogers online certificate courses</b> on their various products and services	2009 – 2011
<b>Macromedia Dreamweaver 8.0</b> , 3-day workshop at Technologia offices	2008
<b>Advanced Instructional Design, Training Needs Analysis,</b>	2004 – 2005
<ul style="list-style-type: none"> <li>• In-house workshops provided by Langevin Training Services</li> </ul>	

## FORMAL EDUCATION

<ul style="list-style-type: none"> <li>• <b>Translation from English to French</b>, online course given by TÉLUQ, a component of Université du Québec à Montréal (UQAM)</li> </ul>	2013
<ul style="list-style-type: none"> <li>• <b>Le Vocabulaire français</b>, Université de Montréal online course (1 credit)</li> </ul>	2011
<ul style="list-style-type: none"> <li>• <b>Certificat de rédaction</b>, adult education Writing Certificate Program taken at Université de Montréal (30 credits – 3.7 average)</li> </ul>	1996 – 2005

## SOFTWARE SKILLS

Word, Excel, PowerPoint, CAT tools such as Fusion and SDL Trados Studio 2014