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Sudakshina Piercy

Objective	Senior position utilizing background as an instructional designer/technical writer with management experience in the software industry.
Summary of Qualifications	<ul style="list-style-type: none">▪ 10+ years' experience in designing, writing, editing, and producing technical content for documentation and training, including paper documentation, online help systems, instructor-led courses, and web content.▪ Experience in handling end-to-end responsibility for ensuring successful design, development, and delivery/implementation of training courses and publications.▪ Thorough understanding of instructional design and adult learning; experience in needs and audience analysis, curriculum planning, course and content design, and media selection.▪ Experience growing and managing a team and handling resources for small and large companies.▪ Excellent people and project management skills, including managing vendors and remote employees.▪ Classroom teaching experience: Former English teacher in Bhutan for two academic years (grades 7-12), India for six months (grade 7); Kindergarten home room teacher in India for one-and-a-half years; substitute and regular English teacher in the US (California), grades K-12 for one year, undergraduate level in a career college (Heald) for two years.
Software Familiarity	<ul style="list-style-type: none">▪ Authoring tools such as FrameMaker, WebWorks Publisher, MS Word; WordPerfect; PowerPoint; Adobe Acrobat; and RoboHelp.▪ Web content delivery systems such as FrontPage, HTML-Kit, CoffeeCup, and other HTML editors.▪ Web-based collaboration platforms (tWiki, Wiki).▪ Visio, PaintShop Pro, PaintNet, Adobe Photoshop; SnagIt and other screen capture utilities and graphics tools.▪ Databases such as MS Access, MS SQL Server, Oracle, and related tools.▪ Operating systems: Windows/Windows XP, Windows NT, X Windows; DOS; UNIX; Linux.▪ Application and web servers such as Apache and Tomcat.▪ Open Source/Linux and Unix tools such as emacs, Bugzilla, and StarOffice.▪ Version control software (CVS/WinCVS and Perforce).

Work Experience

Consulting clients and former employers include:

- Yahoo!, Inc., Sunnyvale, CA
- Primavera Systems, San Francisco, CA
- Moody's KMV, San Francisco, CA
- Education Finance Partners, San Francisco, CA
- Scalix Corporation, San Mateo, CA
- Arxent, Inc., San Mateo, CA
- Zelerate, Inc., San Mateo, CA
- Oracle Corporation, Redwood Shores, CA
- The Vantive Corporation, San Francisco, CA
- Qronos Technology, Santa Clara, CA
- Syntelligence, Sunnyvale, CA

Education

- M.A, English/Language Studies, University of Calcutta, India
- B.A., English, University of Calcutta, India; English honors

Additional Training and Courses

- Project Management, Oracle Consulting Division, Oracle Corporation (1998)
- Extending Oracle Applications, Oracle Corporation (1997)
- Leading Change, Oracle Corporation (1997)
- Collaborating Across Organizational Boundaries, Oracle Corporation (1997)
- Thinking Out of the Box, Stanford University, Oracle Corporation (1997)
- Inner Journey to Leadership, Stanford University, Oracle Corporation (1997)
- Targeted Selection, Oracle Corporation (1997)
- Myers-Briggs Confrontation Training, Retail Revealed, Oracle Corporation (1996)
- Behavioral Interviewing, Oracle Corporation (1996)
- Writing Test Items, Oracle Corporation (1996)
- FasTrak Course Development by Harold Stolovitch, Oracle Corporation (1996)
- The Course Developer Workshop by Darryl Sink & Associates, Oracle Corporation (1996)
- Object-Oriented Methodology Using OMT by Rational Corporation, Oracle Corporation (1996)
- Interface Design, UCSC Extension (1995)
- HTML and Interactive World Wide Web Programming, UCSC Extension (1995)
- Power Tools: Exploring Technology and Multimedia by Learning Solutions, Oracle Corporation (1996)
- Introduction to UNIX for Oracle by LURNIX, Oracle Corporation (1993)
- Effective Communication by Decker Communications, Oracle Corporation (1992)

Citizenship

U.S. citizen since 1986