

Gareth Brinn

Email: garethbrinn98@gmail.com

Website: <https://garethbrinn98.wixsite.com/website>

LinkedIn: <https://ie.linkedin.com/in/gareth-brinn-389740197>

Profile

- MA in Technical Communication and E-learning student at the University of Limerick.
- (Ongoing) Advance Certificate in Training and Development
- Software skills:
 - Microsoft Office (Word, PowerPoint, and Excel)
 - G-suite
 - Wix
 - Miro,
 - Audacity,
 - Jira,
 - Confluence
 - WordPress
- Coding skills:
 - Basic skills in HTML and CSS.
- Languages: English (Native), Irish (proficient).

Education

Limerick College of Further Education (Ongoing) 2023

Advance Certificate in Training and Development

- Currently developing a training course on how to conduct a Plain Language Audit.

University of Limerick 2020-2021

Master of Arts in Technical Communication and E-Learning

- 1st class honours degree (1.1).
- MA Thesis:
 - Is LGBT as easy as ABC? A Plain Language Audit of Websites that Target the Irish LGBT Community.

TEFL Institute of Ireland 2020

- *120 Hour Premier TEFL Qualification.*
- *30 Hour Advanced Grammar for English Teachers Course.*
- *30 Hour Teaching Business English Course.*

University of Limerick 2016-2020

Bachelor of Arts- Joint Honours (English and Sociology)

- Award: 2nd class honours degree: Grade 1 (2.1)

Ardcoil Ris, Limerick 2010-2016

Leaving Certificate

- Total points: 475

Relevant Experience

Red Hat

January 2023 – Present

- Work as part of the *Red Hat Openstack* team.
 - Specifically, I work on the Upgrades and Updates documentation.
- Work with multiple engineering teams to ensure that the documentation is accurate.
- Contributed to internal style guides.
 - I wrote the team's deprecation notice.
- Created and documented a new process for tracking documentation changes that occur between releases of the product.
- Delivered a presentation to the team on how to conduct a Plain Language Audit of their documentation.
- Regularly engage in peer reviews.
- Contribute to cross-team peer reviews.
- Developing a training course on how to conduct a Plain Language Audit specifically for Red Hat documentation.
- I'm a member of the following steering groups at Red Hat:
 - The Modular Documentation Steering group.
 - The Accessibility working group.
- Helped to create separate Slack channel to encourage social engagement within the team.
- In the process of creating a resource page for the Customer Content Services department.
 - The resource page is an open and collaborative tool where Associates can contribute books, articles, podcasts, and other resources for other Associates to learn from.

Global Payments Integrated

July 2021 – November 2022

- Worked as part of a cross-functional team who worked with compliance specialist team, product teams, and engineering teams.
- Worked closely with the UX team to help with their UX writing, and the flow of their designs.
- Used Microsoft Manual of Style and Chicago Manual of Style to ensure content met international standards.
- Wrote the following types of documentation:
 - Help Centre articles
 - Quick Start Guides
 - API documentation
 - Release notes
- Created documentation for apps, online portals, and payment devices.
- As a TW1, I worked with 2 other TW1s for several months without a Senior Writer, Principal Writer, or a Technical Documentation Manager.
 - Engaged with Directors to complete work such as compliance documentation.
- Worked as part of a team to document our internal processes for future writers.

Wrote a Task-Based Wiki-Page on 'How to Conduct a Plain Language Audit'.

- Created a step-by-step guide that directs the reader through the essential steps needed to conduct a plain language audit.
- Created using the University of Limerick's Virtual Learning Environment called *Sulis*.
- View the page here: <https://sulis.ul.ie/wiki/site/7d37d76d-af20-4c9f-8774-b77d7ea9e3b3/how%20to%20conduct%20a%20plain%20language%20audit.html>

Developed a Web-Based Resource Hub for Third-Level English Literature Students.

- Engaged with Subject-Matter Experts to understand what would be needed in a resource hub.
- Wrote a Proposal and Storyboard for the hub. These documents can be viewed on my website.
- View the hub here: https://tipsandtools.wixsite.com/website?fbclid=IwAR2Q7qSmAx4_eB53PSbHZKnpjDEp7bdQN3yreLuUHZCR7qGHc3y-x1z_3jQ

Re-designed a Set of Instructions for a Child’s Experiment Kit.

- Developed the set of instructions to be attractive to children and their guardians but also to adhere to key design principles.
- Created the set of instructions using Microsoft PowerPoint. View the set of instructions on my website.

Other Work Experience

Campus Life Services, Limerick May 2019–Sep 2019/May 2020-Oct 2020/ Jan 2021-Jan 2021
Seasonal Employment/ Accommodation Assistant

- Responsible for maintaining a high standard of hygiene during the summer and Christmas breaks.

MedMark Occupational Healthcare, Limerick June 2018-Aug 2018/Jan 2019-April 2019
Administrative Assistant

- Administration duties such as scanning, scheduling, planning, and organisation.

Grupos Organizados, Barcelona, Spain Feb 2018 -June 2018
Camp Monitor

- Responsible for organising, running, and reviewing camp activities each week.

O’Mahony’s Booksellers, Limerick. June 2014-Jan 2018
Sales Assistant

- Responsible for aiding customers with book selection, maintaining stock levels, and money management.

Interests

Reading:

- Avid Reader with a special interest in African Literature, Greek Mythology, and Fantasy.

Creative Writing:

- I have scattered publications of Personal Essays and Poetry.

Additional Information

Panellist on Season 2 of *Gorm Media* - 2021:

A panel show that discusses the social issues in Ireland.

View the show here: https://www.youtube.com/channel/UCx_oF_X6ytzFBr9mJc4GsA

President Volunteer Award (Bronze) – 2020:

Awarded for being a Student Leader within the Arts – Joint Honours course.

President Volunteer Award (Silver) – 2017:

Awarded for volunteering with Enable Ireland, Out in UL, and Limerick Park Run.

References Available Upon Request