Jason Bassford

802-505 Locust St.   (905) 639-6339
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Summary

As a member of the Editors' Association of Canada (Editors Canada), I have a passion for excellence in communication and language, an attention to detail, and the ability to simplify and relay complex ideas. I enjoy working with people and coming up with innovative solutions to problems.

Core Skills

- Copyediting
- Structural Editing
- Stylistic Editing
- Technical Editing

- Organization
- Time Management
- Adaptability
- Cooperative Leadership

- I am friendly and likeable.
- I am a good listener.
- I inspire people to work with me.
- I take pride in everything I do.

Employment History

2017–   Styled & Composed
               Freelance Editor

- Edit technical and educational documents for clients.
- Network with and assist other editors.
- Participate in industry-wide style guide discussions.

2016–2017   VMware Canada, Inc.
               Technical Marketing Manager

- Edited technical marketing manuals.
- Managed schedules and priorities of technical writers.
- Created publication standards and glossaries.
- Edited and published WordPress blog posts.
- Wrote tools for management reports on consumer metrics.

2004–2016   VMware Canada, Inc.
               Senior Technical Support Engineer

- Founding member of several product support teams.
- Team lead and escalation engineer.
- Technical trainer.
- Founding member of the company's knowledge base initiative.
- Creator and editor of knowledge base articles.
- Developer and presenter of customer-focused soft-skills training material.
- Liaison between the customer service, product support, and engineering teams.

2003–2004   Microsoft (Volt)
               Network Support Engineer

2001–2002   MicroAge
               Systems Engineer

1997–2001   ZENON Environmental (GE)
               Systems Manager

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Technical Skills

- Windows 3.1–10, NT 4.0–Server 2016
- Linux (RedHat, Fedora, Gentoo)
- MacOS, NetWare 3–5

- Workstation 4–14, ESX 3–ESXi 6
- Microsoft Office 4.2–2016
- Exchange, MySQL

- Apache, IIS, WordPress
- Visual Basic, 'C'
- Scripting, HTML, CSS

Educational History

University   **Trent University**, Peterborough, Ontario (1986–1991)

- Ontario Scholar: Admitted on the Trent Scholarship program.
- On the Dean's Honours List.
- Received Honours BA in Philosophy.

Certification   **Ryerson University** publishing courses (2017)

- CDPB102 DA0: Copy Editing for Books, Journals, and Reports
- CDPB312 DA0: Practical Grammar and Punctuation

CNA (NetWare 3, 4), **VCP** (ESX 2.x, 3), **RHCE** (RHEL 5)

Volunteer Work

2002–2010   The Mozilla Foundation
Software QA

- Contributed to testing of the Mozilla (open source version of Netscape) browser project.
- Moderator of the MozillaZine "Mozilla Builds" discussion group.
- Included in about:credits of all Mozilla-owned browser products, including Firefox and SeaMonkey.

1993–1995   The Toronto Free-Net
Administration

- Co-Chair of the Universities and Schools Working Group.
- Solicited and organized information from educators and institutions within the academic community, placing the information within the context of the Free-Net structure, and reported Working Group progress to the Information Resources Committee.
- Maintained the menu structure that was presented to the public viewing the "School District" section.
- Participated in decision making policies of the Free-Net as a whole.

1993   Personal
Software Development

- Distributed as "shareware" (non-commercial) a utility I wrote for use with OLX, a popular offline mail reader for users of computer bulletin board systems.

References

Available upon request.