

SHANNON TURLINGTON

Content developer and published author with more than twenty years' experience editing and writing for websites, documentation, and print.

Technical expertise in nonprofits, digital health, information systems, and open source software.



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EXPERIENCE

EDITOR, WRITER, AND CONTENT DEVELOPER (SELF-EMPLOYED)

2009 – Present

Clients include: IntraHealth International (2009 to present); Design Corps (2016–2019); PATH (2016 to present); Carolina Population Center, UNC-CH (2017 to present); Digital Square (2018 to present); World Health Organization (2018 to present); O'Reilly Media (2020 to present)

Recent projects include:

- *Digital Health Solutions Toolkit* (substantive editor)
- *Public Interest Design Education Guidebook* (copy editor)
- *iHRIS Implementation Toolkit* (editor and project manager)
- *iHRIS Free and Open Health Workforce Information Software* (project manager and documentation editor)

SENIOR SYSTEMS DEVELOPMENT MANAGER, INTRAHEALTH INTERNATIONAL, CHAPEL HILL, NC

2002 – 2009

Managed software development and documentation for a suite of open source HR information systems.

Compiled our project's legacy product, the HRIS Strengthening Implementation Toolkit.

Managed development of internal business systems, intranet, SharePoint Portal Server, project and corporate websites, and multimedia projects.

Participated in the Results and Knowledge Management, Information and Communications Technology, and Strategic Planning teams.

As a senior ICT manager, helped develop technology strategic plans, budgets, and policies.

OTHER EXPERIENCE

Professional certification in copyediting and substantive editing.

Deep knowledge of *Chicago Manual of Style*, seventeenth edition.

Author of eighteen nonfiction reference books on technology and software, among other subjects.

Copy editor for *The Spectator*, a weekly magazine.



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Member of Editorial Freelancers
Association

References available upon request

SKILLS

Writing, editing, and presenting information in an understandable way.
Planning, organizing, and managing complex projects.
Analyzing and improving systems from a user-centered point of view.
Compiling and managing technical documentation for digital and print delivery.

EDUCATION

BA, ENGLISH (1993)

University of North Carolina at Chapel Hill
Minor in History; Honors in Creative Writing

CERTIFICATE, PROFESSIONAL EDITING (2017)

University of California, Berkeley

CERTIFICATE, PUBLISHING (1992)

Rice University

PARTIAL LIST OF PUBLICATIONS

Everything Kids' Monster Book (Adams Media, 2002)
The Complete Idiot's Guide to Voodoo (Macmillan, 2001)
How to Find Scholarships Online (McGraw-Hill, 2000)
Scams and Frauds on the Internet (Garnet Publishing, 2000)
The Unofficial Guide to Distance Education (Arco, 2000)
The Unofficial Guide to College Admissions (Arco, 2000)
The Unofficial Guide to Financing a College Education (Arco, 1999)
The Unauthorized Guide to the Internet (Que, 1999)
Teach Yourself Netscape Communicator 4.5 (Sams, 1998)
Walking the World Wide Web (Ventana Press, 1995)
Internet Roadside Attractions, co-author (Ventana Press, 1995)

