Melissa C. Beckman

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PROFILE

Technical Writer with experience as a Software Trainer and Digital Artist and Photographer. Work history includes jobs as Web Content Manger/Producer and Web Production Manager. Clients have been in various fields, including museum, health, automotive, and electronic games. Trained employees with varied skill levels to use proprietary and off-the-shelf software and hardware. Has a reputation for creating productive and cooperative team environments. Interfaced with various departments and developers to facilitate the flow of information to complete jobs on time and on budget.

The Museum of Modern Art (MoMA), New York, NY   2006 - 2011
Technical Writer
- Documented software applications developed by MoMA Information Technology.
- Authored MoMA hardware and software manuals and brochures utilized by museum employees.
- Designed the format templates for MoMA IT technical manuals, brochures and policies.
- Wrote MoMA Information Technology Service Level Agreements.

Intranet Content Manager
- Updated staff site on a daily basis.
- Produced original copy, edited submissions and images for the Museum of Modern Art's staff Intranet.
- Photographed museum staff events and items of interest. Designed button icons.
- Redesigned MoMA Information Technology section's architecture to improve functionality.
- Created content that more than tripled the pages of MoMA's Information Technology section, thus enhancing its value to all museum departments.

Beth Abraham Family of Health Services, Bronx, NY www.bethabe.org   2005 - 2006
- Wrote Outlook and Microsoft tutorials for administrative and nursing staff.
- On-site trainer at various Beth Abraham facilities of HIPAA policies, *Outlook* and Microsoft Office Suite.
- Documented *Plexis* software functions and created the curriculum for Beth Abraham Family of Health Services.
- Trained BAFHS/CCM transportation coordinators *Plexis*, a medical/financial administration software package.

Synacor, Inc., Buffalo, NY (portal and ISP services and products) www.synacor.com   2005
ntl, London, England (UK portal and ISP) www.ntl.com and www.ntlworld.com
- Trained ntl's copy editors and web designers Synacor's proprietary Content Management System (CMS) in London.
- Assisted in the build and launch of ntl's new website by utilizing Synacor CMS to populate with content.

Wolf Group, Inc. www.wolfgroup.com, New York, NY *(advertising agency)*   2001 - 2004
Intranet Content Manager/Administrator/Trainer
- Copywriter and image editor.
- Created guidelines, protocols and forms for the submission of Intranet assets.
- Revised the Intranet architecture for a more logical user interface.
- Worked closely with the production studios at the five Wolf Group offices to deliver assets.
- Helped create strategies to promote the Intranet, a new form of inter-network communication.
- Provided technical training and advice to all offices, remotely and on-site.
- Prevented loss of valuable studio assets and enabled the creation of consistent RFP design.

Web Producer/Corporate Webmaster
- Co-authored best practices manual on the creation and maintenance of the corporate website.
- Created production schedules, asset management and billing protocols.
- Produced and art directed corporate public relations books. Reported to Public Relations Vice President.
- As Webmaster, created protocols to forward, respond and track inquiries submitted to the corporate website.

Viaduct, Inc. Interactive Division of Wolf Group, Inc., New York, NY   2000 - 2001
Interactive Production Manager
- Wrote technical "how to" information sheets for interactive employees.
- Created protocols for billing and payment by working closely with the producers/project managers and the finance department to ensure timely payment and invoicing.

- Tracked all projects' development status. Ensured legal documentation was maintained.
- Bear Stearns Associate Producer: updated review site; monitored employee timesheets and expense reports.
- Facilitated development of project teams – reviewed portfolios, recommended freelancers and vendors.
- Chaired weekly department meetings that provided a forum to discuss project and staff issues.
- Conducted the content and functional QA of deliverable projects.
- *Clients:* SONY, Häagen-Dazs, Intria-HP, The Bay, Karcher, ,GartnerG2

First Light Communications, New York, NY *(multi-media company)*   **1999 - 2000**
Manager, Digital Media Production
- Managed the production studio for retail e-commerce site, financial and entertainment markets: CD-ROM, internet and intranet development.
- Created production schedules for core staff of eight and various freelancers. Trafficked all work orders.
- Project Manager for J&W Seligman Funds and Associate Producer for Cablevision Intranet.
- Evaluated software needs and developed production department's capital expense budget.
- *Clients:* Cablevision/Rainbow Media Holdings, J&W Seligman Funds, Lustgarden Foundation for Pancreatic Cancer

sportcut.com/Bsquared Communications, Montclair, NJ *(no longer live)*   **1999**
Online Games Producer
- Supervised flash and fantasy game production. Developed the sport game section on sport site.

Digital Artist   **1997 - 1999**
- 2D Texture Artist, working closely with Interface Designer and Modeler: Byron-Preiss Multi-Media – New York, NY
- Print and Video Retouching/Compositing Artist: Photoshop and Shima-Seiki Paint-Box - Atlanta, GA; New York, NY

Acclaim Entertainment, Glen Cove, NY   **1995 - 1996**
Post Processing Supervisor/Lead Texture Map Artist/Technical Writer
- Supervised 2D and 3D game graphics at all stages of production.
- Lead Texture Map Artist for *NBA Jam Extreme,* a 3D polygonal game for the SONY PlayStation, PC and Coin-op. Created innovative solutions for mapping heads and skins for *NBA Jam Extreme* (texture wraps) – wireframes based on BioMechanics Motion Capture Technology.
- 2D artist on various 32-bit games utilizing existing and proprietary software.
- Authored extensive manual on NBA player creations: software and hardware procedures.
- Interfaced with Product Development, Interactive Directors, Marketing, Developers and Licensing to coordinate needs for field-testing, promotion and product releases.
- B-Roll cameraman – *WWF In Your House: Tips and Strategies: WWF Crowds/Behind the Scenes* – video used by Acclaim's marketing department and WWF Coliseum Films; Baseball talent auditions on-site.
- Created database of competitors' games: genre, market, format and release date.

HD/CG, Kaufman Astoria Stories, Astoria, NY   **1994**
2D Texture Artist: *The Hunt* and *The Dinosaur Project* animations for Japanese museums
- Created objects, backgrounds and textures on paint-box systems for Softimage and Metaballs artists.
- Frame retouching on backgrounds and dinosaurs.

Shima-Seiki, USA, Inc., Cranbury, NJ   **1992 - 1993**
Computer Graphics Trainer
- Created and taught 1-week and 2-week training curriculums for print retouchers and automotive designers.
- Authored new software manual and tutorials that detailed the retouching and paint process of the proprietary, high-definition (HDTV), SGX systems. It explained the *how and why* of paint-box procedures for high-resolution images. By enabling artists to understand the fundamentals, they are able to develop their own creative techniques and problem-solve with a minimum of down-time.
- Demonstration artist and lecturer at trade shows.
- *Clients:* Ford, Honda, Volkswagen-Audi, Toyota, automotive consulting firms; post-production houses.

HARDWARE/SOFTWARE
Platforms
PC, MAC, SGI; Shima-Seiki SGX Paint-Box
Software
Photoshop, SnagIt, MS Word, Excel, Visio, PowerPoint, FTP Protocols, Fractal Painter, Shima-Seiki Paint; various proprietary software applications
Familiar With: MS Project, HTML, Dreamweaver JavaScript, SoftImage, Debabelizer, Ultimatte Cinefusion; Avid Media Suite Pro

ART EXHIBITS (selected Traditional and Digital shows)
Group

Curate NYC Online Exhibit www.curatenyc.org (photography: mixed techniques)	**2010**
MoMA Staff Art Show Museum of Modern Art (photography)	**2008**
Fairy Tale FlowGaleria Online Gallery www.flowgaleria.net (photography)	**February 2004**
Place Group Show *f-stop Magazine* http://www.fstopmagazine.com vol1/issue2 (photography)	**December 2003**
Rain FlowGaleria Online Gallery www.flowgaleria.net (photography; poetry)	**November 2003**
Halloween Group Show *f-stop Magazine* http://www.fstopmagazine.com vol1/issue2 (photo)	**October 2003**
Group Exhibit *f-stop Magazine* http://www.fstopmagazine.com vol1/issue1 (photography)	**August 2003**
Peace FlowGaleria Online Gallery www.flowgaleria.net (photography; digital images)	**June 2003**
Skin 2003 - Part 2 Icebox Gallery Minneapolis, MN (photography)	**May 2003**
Dream FlowGaleria Online Gallery www.flowgaleria.net (photography; digital images)	**March 2003**
Illusion FlowGaleria Online Gallery www.flowgaleria.net (photography; digital images)	*2002*
Picturing What Matters George Eastman House Rochester, NY (photography)	*2002*
Self Portrait FlowGaleria Online Gallery www.flowgaleria.net (photography)	*2002*

Invitation

China, A View From 180 Degrees (collaboration) Art Builders Gallery Jersey City, NJ	**1999**
Emerging Computer Artists Multi-Media Art Gallery New York, NY	**1991**
Skin Hallwalls Gallery Buffalo, NY (photography, mixed media, 3D installation)	**1998**
Threads – Wearable Art Burchfield-Penney Art Center Buffalo, NY (mixed media)	**1986**

Solo

Party Point and Shoot Essex Street Gallery Buffalo, NY (photography, mixed media)	**1987**
Carmen; Floral Phallacies Campos Gallery Buffalo, NY (photography)	**1986**

Award – Honorable Mention

Photoworkshop Adobe Contest www.photoworkshop.com/contest/adobe_contest.html	**October 2004**

PRINT PUBLICATIONS (selected)

CUNY Continuing Education (City University of New York) *(*Photo: catalog, poster, direct mail)	**2008**
MoMA Staff Newsletter The Data Center (article)	**May 2007**
Scanners: Saving Your Family Photos (article) http://printscan.about.com/cs/scanners/a/familyphoto.htm	**2004**
LOCUS Magazine Vol.45, No.1 Issue 474 (photography)	**2000**
Conflicts of Disinterest by Clifford Meth (photography)	**1998**
Scans Issue#4, SyCo Distribution (feature article, photography)	**1997**
Photoshop, Creative Techniques by Poyssick, Benhoriam, Salles; Hayden Books (digital art)	**1995**
Electronic Directions (digital art)	**Fall 1993**
Verbum Computer Art Issue #5.3 (digital art)	**1991**

AFFILIATIONS
ASCI – Artist and Science Collaborations, Inc. http://www.asci.org/

EDUCATION
Bachelor of Science Art Education, State University College of New York at Buffalo (Broadcasting, Minor)
Futures in Information Technology, New York (awarded New York State grant)
Softimage, NYU CADA (awarded New York State grant); *16mm Film*, Media Study Buffalo