

Radcom expands writing staff

Professional services firm promotes part-time writer to full-time position to meet needs of growing client base

FOR IMMEDIATE RELEASE

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(Hudson, Ohio, USA / February 7, 2007) – Radcom recently hired Rebecca Martin as a Senior Project Writer to help the ten-year-old training development, facilitation, and technical communication firm meet increasing client needs. She started with the firm as a temporary part-time writer for several months and has already worked on several high profile projects for clients based in Northeast Ohio and Northern Kentucky. In fact, she was called in over the Christmas holiday to help a major manufacturer of high tech medical equipment prepare a user manual for an international customer.

Martin, hired to work as a temporary writer on a variety of projects, now serves Radcom as a senior writer and project manager specializing in system documentation and instructional design. Martin has a diverse background in the financial, automotive, aviation, and health science sectors. She is also experienced in desktop publishing, print media, video development, and intranet/internet production.

A member of the Society for Technical Communication, Martin has worked for Key Bank, Hickock Electrical Instrument Company, and Ligature, Inc., as well as freelancing in a variety of writing and training positions.

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“It’s amazing what Rebecca has done in only a few months with us,” said Jill McCauslin, one of the owners and principals of Radcom. Martin has already managed a training project for a medical equipment manufacturer, designed and developed documentation and training for sales tracking software and an accounts payable application, and wrote training materials for a mail-order pharmacy and emergency medical caregivers.

Martin added, “It’s wonderful working for a company with such a wide range of clients. I learn something new every day and am thrilled to use my diverse background to help clients succeed. There’s never a dull moment at Radcom!”

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Radcom is a training development, documentation, and technical communication consulting company based in Hudson, Ohio and can be found online at www.radcomservices.com.