

New Staff Help Radcom Increase Services

Consulting firm specializing in technical communication and instructional design hires talented professionals.

FOR IMMEDIATE RELEASE

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(Hudson, Ohio, USA / March 11, 2008) – With business opportunities continuing to expand in 2008, Radcom, a professional services consulting firm in Hudson, Ohio, recently hired two additional professional staff on the heels of recent new hires and staff promotions in late 2007. Radcom hired Deborah Urycki as a full-time Project Writer and Nikki Custy as a part-time Project Writer. Urycki and Custy both currently reside in Hudson, Ohio.

Urycki is assisting a high-tech client specializing in scientific government contracts with developing online help files and user documentation. She is also helping them develop proposals for the federal government. Urycki stated, “I’m very happy to join Radcom and am looking forward to new and interesting challenges.”

For the past two years Urycki was an Adjunct Professor of Journalism in the Journalism & Mass Communication Dept. of Kent State University (KSU). She has an extensive writing background, including editing journal articles for a drug development company. Urycki has a MA in Reporting & Editing, and a BS in journalism, both from KSU. Her Master's thesis was on science communication skills of university students.

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Prior to joining Radcom, Urycki had been consulting from home while raising her two daughters and 10-year old son. Both of her two girls are attending KSU. The Uryckis share their home with two Schipperkes, which are a rare Belgian breed of dog.

Custy works out of Radcom headquarters to assist with a variety of projects on a part-time basis. “Nikki is a great addition to the Radcom team,” said Jennifer Beaujon, Editor and Project Coordinator. Beaujon added, “She is very thorough, very talented, and a quick study. Nikki has already helped with many projects using different computer applications, some of which she had to learn in a short time. It’s a great benefit to have someone with her skills to help with such a complex array of projects.”

Custy is a reporter for *Hudson Life* magazine and writes the ‘Talk of the Town’ section. Before joining Radcom, Custy has been at home raising her two young children. Prior to that, she worked for Supportsoft, a California-based software company in a remote office position as a technical writer. She also worked as a contractor on a technical communication project at First Energy of Ohio.

Custy was an English major at John Carroll University and spent a year in Galway where she met her husband Patrick. Custy and her husband both play traditional Irish music.

Angie Dianetti, one of Radcom’s principals, stated, “Nikki and Debie each bring specific talents and expertise to Radcom to help balance our blend of writers, technical experts, and instructional designers. They are part of the reason why we can quickly adapt to meet our clients’ communication needs, whether it’s writing online help files, user manuals, or e-learning courses.” Radcom had record-breaking sales in 2007 and expects the trend to continue in 2008.

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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.