

Spring Staffing Changes Boost Radcom's Service Offerings

Technical communication and instructional design consulting firm promotes and hires experienced professionals.

FOR IMMEDIATE RELEASE

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(Hudson, Ohio, USA / June 4, 2008) – To meet increasing needs of existing clients in Northeast Ohio, Radcom has hired Rick Elliott as a technical writer to augment services at a major medical technology manufacturer and promoted Shannon Siwicki to a project writer. Radcom provides staffing, outsourcing, and project solutions to clients needing technical communication, documentation of processes and products, e-learning development, and other training design options.

Elliott, of Barberton, Ohio, worked for Bird Technology as a technical writer before joining Radcom. He also teaches classes at the University of Akron in the Work Force Development and Continuing Education program. Elliott has an engineering background and a U.S. patent. Before moving into technical writing, he worked for several years in R&D.

In addition to his vocation as a technical writer, Elliott's avocations include wine making, video production (both editing and filming), and creating computer graphics using Adobe PhotoShop, AutoCAD, and Corel Draw. Jill McCauslin, V.P. of Human resources says of Elliott, "I have known Rick for several years and know what skills and experience he can provide to our clients. We're thrilled to have this opportunity to have him join the Radcom team to provide expanded service to our long-term clients."

Siwicki, of Warren, Ohio, began working with Radcom in 2005 as a Writing Assistant and was promoted to Associate Writer in 2006. She has worked most of that time with a manufacturing company as a technical writer, and has now expanded her role to include classroom facilitation and web development.

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Before joining Radcom, Siwicki earned an M.A. in English and a B.A. in Professional Writing and Editing from Youngstown State University. As an undergraduate she was a peer tutor at the university's Writing Center and served as the chief copy editor for the university's student newspaper, *The Jambar*. As a graduate assistant, she was a writing instructor and editorial assistant for an academic journal, *HUMOR: The International Journal of Humor Research*.

Siwicki is a member of the Northeast Ohio chapter of the Society for Technical Communication and served as co-chair of the Programs Committee this past year. "It has been a wonderful experience consulting for my client. My career has gone in directions that I never would have imagined before I started working for Radcom," said Siwicki.

Angie Dianetti, V.P. of Finance says that, "Shannon has exceeded our client's expectations. She continues to find ways to expand her role to better serve their technical communication needs and to better serve their internal and external customers. She's taken great measures to continue to learn and grow as a professional."

Radcom had record sales in 2007 and expects to increase staffing and continue to train and promote existing employees to meet the demand for documentation and training solutions from Northeast Ohio companies. Radcom expects to expand or move its headquarters in 2009 to meet growing staffing requirements due to increased sales.

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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.