


PORTFOLIO

Understanding
HOW
GLORIA
CAN HELP
YOU

Meet your goals



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ABOUT GLORIA

Technical Writer

Communicator

Collaborator

Empathetic

Diligent

**Check
Out My
Website!**



I am a technical writer with a passion for writing and helping people achieve their needs.

My goal is to create effective content to empower users to achieve their goals and provide accessible, usable information for a wide range of audiences.

My background in customer experience and QA has taught me how to adapt to different environments and anticipate needs.

BENEFITS OF GLORIA

I deliver structured, accessible, and effective documentation that is tailored to the different needs of various users.

If you want someone that:

- Effectively translates technical concepts into engaging and concise content
- Collaborates well with SMEs and cross-functional teams
- Delivers projects on time and adapts quickly to new tools and standards
- Has strong communication skills and is always willing to help

Reach out to me:
phamcg07@gmail.com



HOW GLORIA WORKS

My methodology
follows a 3 step process.

Research

- Define product and scope
- Test software/technology
- Consult subject matter experts and users

Create

- Break down topics
- Organize content
- Clarify terms
- Align with user and business goals

Edit

- Review for clarity
- Polish style and accuracy
- Ensure actionable content

Want to
see what I
can do for
you?



ISSABEL PBX USER GUIDE

Research

- Used the software to determine user needed functions
- Found easiest way to complete tasks
- Looked up terminology and concepts

Create

- Identified concepts that needed to be understood before task
- Organized structure in Adobe FrameMaker
- Created user scenarios to give users context

Edit

- Review for clarity
- Ensured adherence to Microsoft Style guide
- Used feedback to polish tasks

Skills

- Software testing
- FrameMaker
- Copy-editing
- User scenarios

Your First PBX: A Beginner's Guide to Issabel

Now that Tom has chosen a PBX system, he needs to set up an environment to run it from. Rather than installing it on a physical server, Tom decides to use a virtual machine (VM) to simplify deployment and maintenance and reduce the amount of physical hardware he'll have to manage.

He chooses Oracle VirtualBox because it doesn't require extensive knowledge on testing and deploying software and is cost-effective for his small island business. Through VirtualBox, Tom is able to customize the storage and network settings for the environment that Issabel will run from. He can easily launch and manage the Issabel interface whenever he'd like to from a single laptop. He can now begin to tailor Issabel's features to his business needs.

Preparing a virtual machine for Issabel

Issabel can be installed to and run on a single physical server. However, it is more practical to run Issabel from a virtual machine, because it reduces the physical resources and costs required and simplifies maintenance operations. In this guide, we will be using Oracle Virtualbox, however, you may choose another option that suits your needs.

Installing Oracle VirtualBox

Oracle VirtualBox is a free open-source platform that has flexible network configurations and is easy to use, making it an ideal choice for testing and small businesses.

Before installing your virtual machine, ensure that you have the right specifications, See *"Defining hardware and software specifications"* on page 12.

Using the console to launch web interface

After the initial installation, the Issabel console will launch automatically. In the future, you can launch the Issabel system from the Oracle VirtualBox Manager window by clicking your machine name and clicking Start.

To use the Issabel console

1. Enter **root** in the console. Press **Enter**.

```

Issabel 5 Test 1 [Running] - Oracle VirtualBox
File Machine View Input Devices Help

locky Linux 8.8 (Green Oxidation)
kernel 4.18.8-477.27.1.el8_8.x86_64 on an x86_64

Issabel login: [ 9.016210] Jitter RNG permanent health test failure
[ 9.016225] alg: akh: test failed on vector 2, err=-14
root
Password:
Last login: Thu Jul 24 15:02:04 on

0 0 # Issabel is a product meant to be configured through a web browser.
# # # Any changes made from within the command line may corrupt the system
# # # configuration and produce unexpected behavior; in addition, changes
0 made to system files through here may be lost when doing an update.

To access your Issabel System, using a separate workstation (PC/Mac/Linux)
Open the Internet Browser using the following URL:

https://192.168.2.111

Your opportunity to give back: http://www.patreon.com/issabel

System load: 0.40 (1min) 0.11 (5min) 0.04 (15min) Uptime: 0 min
sterisk: Asterisk 18.19.0 Active Calls: 0
Memory: [=====] 11% 443/3921M
Swap usage: [=====] 52% 4.4/8.96
0.0%
SSH logins: 1 open sessions
Processes: 140 total, 105 yours

[root@issabel ~]# (360852.734624) e1000 0000:00:03:0 eth0: Reset adapter
-
  
```

Figure 2.28: Issabel Console

2. Enter the root password. Press **Enter**.
3. Enter the URL from the console into a browser window.
Issabel web login page displays.

Note: You may see a security risk warning in your browser when trying to load the URL. Click proceed anyway to continue.

NOFRILLS STYLE GUIDE

Research

- Examined official publications to identify brand voice, content, and layout
- Consulted other style guides for relevant topics

Create

- Assigned document sections to each member
- Met regularly to review content and direction
- Organized content for logical flow

Edit

- Gathered feedback to make revisions
- Reviewed visuals and writing to ensure consistency

Skills

- MS Word Design
- Teamwork
- Audience awareness
- Standardization
- Communication

Chapter 4: Common Blocks of Text

This chapter provides standardized templates and formats for essential written content used throughout No Frills materials, ensuring consistency, clarity, and compliance in all communications. These are reusable templates. Use them consistently across content.

Company Description

Purpose: Use this standardized company description on the website, in press releases, job postings, and partner materials to introduce No Frills in a concise, consistent way.

Short Version

No Frills is Canada's discount grocery store, dedicated to saving you money on everyday essentials. Low prices, real food. No extras.

Long Version

No Frills is a leading Canadian discount grocery store, proudly offering thousands of products at unbeatable prices since 1978. With hundreds of locations and a simple, no-nonsense approach, we help customers get more for less every day. No Frills is part of the Loblaw family of stores and is committed to quality, affordability, and exceptional value.

Product Description

Product descriptions follow this structure in online listings, signage, and marketing to ensure all key information and benefits are clear.

Product descriptions can be short and upbeat or long and detailed. They should be descriptive—explaining what the product is and providing inspiration on how it can be used. When writing descriptions for external products, follow the product's company guidelines and templates on how to write for their product. When describing products briefly, always prioritize the name of the product rather than the brand it comes from. Use enticing descriptive words and a clearly labeled price.

Template:

- **Headline:** [Product name and a key benefit]
- **Intro sentence:** Briefly describe what it is and its main use or value.
- **Bullet list:** (3–5 points highlighting key features, sizes, or reasons to buy)
- **Call to action:** (Optional for web or ads)

Example: Oreos Product Description

Canada's #1 Cookie Brand—OREO Original Sandwich Cookies are grabbable, snackable, and forever dunkable. The combination of two delicious sensations—rich chocolate wafer cookies and smooth sweet creme. OREO cookies are the perfect snack.

- This package contains 1 resealable 270 g pack of OREO Original Sandwich Cookies.
- Nothing compares to the iconic OREO. The classic combo of cream sandwiched between two chocolate cookies has been winning hearts (and stomachs) for over 100 years.
- Packable, snackable, and forever dunkable, the classic OREO makes for the perfect afternoon pick-me-up, shareable snack, or sweet treat.
- No artificial flavours or colours
- Kosher cookies are always made with real cocoa. Each serving of cookies is 160 calories. Baked in Canada.

Example: Farmer's Market Chocolate Chip Cookies Product Description

Chewy And Loaded With Chocolate Chips Just Like Homemade.

Example: Bananas Product Description

Bananas are a versatile addition to your kitchen. Slice them over your morning cereal for a nutritious start to the day, or blend them into a smoothie for a quick, refreshing beverage. These bananas come in a convenient bunch, making it easy to keep your fruit bowl stocked. Their natural sweetness and soft texture make them a favourite for snacks and baking. Enjoy the convenience of having fresh bananas on hand for various uses throughout the week.

Table 4.1: Product Descriptions

JIMMY'S COFFEE WEBSITE

Research

- Conducted multiple user research sessions for low-, mid-, and high- fidelity prototypes
- Examined existing sites and brand for voice and needs
- Created user flows and personas

Create

- Collaborated to identify scope and content of help site
- Used Figma to create mobile first prototype
- Assigned pages for HTML prototype
- Created wireframes and priority guides

Edit

- Used feedback to inform changes in next iteration
- Met regularly to reflect on goals and progress

Click or scan to interact!



Skills

- User research
- Prototyping
- UX design/writing
- Project management





Store Policies



Store Hours



Generally, Jimmy's locations are open from:

- Monday–Friday 7AM–6PM
- Saturday–Sunday 8AM–6PM

With the following exceptions:

- Gerrard Sat-Sun: 8AM–5PM
- McCaul Sat-Sun: 8AM–5PM
- Kensington Sat-Sun: 8AM–7PM
- Queen West **Mon-Sun: 7:30AM–6PM**

Holiday Hours



Jimmy's locations are usually open on every holiday except Christmas Day.

For the latest holiday hours, check our [Instagram](#) or view each store's in-depth info on [Google Maps](#).

For Here or To Go



All drinks are currently served in takeout cups, but you're welcome to enjoy them in-store at any of our locations. **Get 25¢ off your drink if you bring your own mug!**

Payment Types



Jimmy's is cashless, but we accept all major debit and credit cards.

HOW TO REACH GLORIA

Thanks for taking
the time to
get to know me!

If you'd like to
learn more:



*Do I sound too good to be true?
Find out for yourself!*