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# SHANNON TURLINGTON

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Content developer and published author with more than twenty years' experience editing and writing for websites, documentation, and print.

Technical expertise in nonprofits, digital health, information systems, and open source software.



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## EXPERIENCE

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### EDITOR, WRITER, AND CONTENT DEVELOPER (SELF-EMPLOYED)

2009 – Present

Clients include: IntraHealth International (2009 to present); Design Corps (2016–2019); PATH (2016 to present); Carolina Population Center, UNC-CH (2017 to present); World Health Organization (2018 to present); O'Reilly Media (2020 to present); TextFormations (2021 to present); and Electric Power Research Institute (2021 to present)

Substantial projects include:

- *Digital Health Implementation Toolkit*, WHO/PATH (editor)
- *Public Interest Design Education Guidebook*, Design Corps (copy editor)
- *Digital Implementation Intervention Guide (DIIG): Integrating Digital Interventions into Health Programmes*, WHO (editor)
- *Data Use Acceleration: A Model for Success*, PATH (technical writer)

### SENIOR SYSTEMS DEVELOPMENT MANAGER, INTRAHEALTH INTERNATIONAL, CHAPEL HILL, NC

2002 – 2009

Managed software development and documentation for a suite of open source HR information systems.

Compiled our project's legacy product, the HRIS Strengthening Implementation Toolkit.

Managed development of internal business systems, intranet, SharePoint Portal Server, project and corporate websites, and multimedia projects.

Participated in the Results and Knowledge Management, Information and Communications Technology, and Strategic Planning teams.

As a senior ICT manager, helped develop technology strategic plans, budgets, and policies.

### OTHER EXPERIENCE

Professional certification in copyediting and substantive editing.

Deep knowledge of *Chicago Manual of Style*, seventeenth edition, and American Psychological Association (APA) style, seventh edition.

Author of eighteen nonfiction reference books on technology and software, among other subjects.

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Member of Editorial Freelancers  
Association

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References available upon request

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## SKILLS

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Writing, editing, and presenting information in an understandable way.  
Planning, organizing, and managing complex projects.  
Analyzing and improving systems from a user-centered point of view.  
Compiling and managing technical documentation for digital and print delivery.

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## EDUCATION

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### **BA, ENGLISH (1993)**

University of North Carolina at Chapel Hill  
Minor in History; Honors in Creative Writing

### **CERTIFICATE, PROFESSIONAL EDITING (2017)**

University of California, Berkeley

### **CERTIFICATE, PUBLISHING (1992)**

Rice University

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## PARTIAL LIST OF PUBLICATIONS

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*Everything Kids' Monster Book* (Adams Media, 2002)  
*The Complete Idiot's Guide to Voodoo* (Macmillan, 2001)  
*How to Find Scholarships Online* (McGraw-Hill, 2000)  
*Scams and Frauds on the Internet* (Garnet Publishing, 2000)  
*The Unofficial Guide to Distance Education* (Arco, 2000)  
*The Unofficial Guide to College Admissions* (Arco, 2000)  
*The Unofficial Guide to Financing a College Education* (Arco, 1999)  
*The Unauthorized Guide to the Internet* (Que, 1999)  
*Teach Yourself Netscape Communicator 4.5* (Sams, 1998)  
*Walking the World Wide Web* (Ventana Press, 1995)  
*Internet Roadside Attractions*, co-author (Ventana Press, 1995)