Carol
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Professional Summary:

Professional Technical Docuemtnation Writer and Curriculum Developer with extensive experience writing online help information, training manuals, user guides, and systems documentation for enterprise technology projects.

- Skilled writing, editing and publishing all **technical information** for New York City government clients, a big ten accounting firm, a large pharmaceutical company, and global financial organizations.
- Expertise creating training manuals, user guides, and **training courses** using tools including Captivate, Adobe products, SnagIt, MS Word and MS PowerPoint.
- Experience creating **online company style guides** and **help systems** using RoboHelp.
- Proficient creating easy to understand web user guides and **in-house training materials** for technical and non-technical staff.
- Deep understanding of software and systems through experience creating requirements and **design specification documents** to document application functionality following **Software Development LifeCycle** (SDLC) methodologies including Waterfall, **Agile,** V-Shaped, Incremental, and Spiral.
- Experience working with subject matter experts (SMEs) and software development kits (SDKs).

Technical Writing	**Curriculum Development, Compliance Documents, Disaster Recovery, User Guides, Training Manuals, Web Content**, Standard Operating Procedures Help Systems, Content Management, Software Development Kits, Workflow
Tools	Adobe Tech.com Suite, Adobe Photoshop, RoboHelp, **Adobe Dreamweaver**, **Captivate/Camtasia, Snag It**
Software/Web tools	FrontPage,Visual SourceSafe, AuthorIT, FrameMaker, Documentum, MS Visio, Paint Shop Pro, MS Office 2007, CSS, XML, HTML
Other Technologies	MS Word, MS PowerPoint

Education/Certification/Training:

- PhD, Philosophy, University of Toronto, Ontario, Canada
- MA, Philosophy, University of Toronto, Ontario, Canada
- MS, Botany, Michigan State University, East Lansing, MI
- BA, Biology, Bucknell University, Lewisburg, PA

Professional Experience:

Client: CVK Consulting, Red Bank, NJ   **Oct 2015 – Present**
Title: Owner/Principal and Technical Writer/Trainer

Responsibilities:
- Provided **Technical Documentation** and **Instructional Design & E-Learning/Business**

Systems Analysis services to a wide array of sectors from Pharmaceutical, Financial, Telecommunications, Software Systems, and Defense with a passion for detail and clear, precise communication.

Client: NYC Housing, Preservation, and Development Authority (HPD), New York, NY
                                                                    Jun 2015 – Oct 2015

Title: Sr. Technical Writer and Training Specialist

Responsibilities:
- Developed **technical branding/style guide** and **technical specifications** for HPD Technical Strategic and Development (TSD) Department.
- Analyzed/documented **application websites** for **public-facing** and **internal users.**
- Created **technical/grammar style guide** for all internal TSD employees
- Developed Technical Specifications template for all **upcoming 60+ TSD applications.**
- Generated consensus among users/upper management for ongoing tech specs development.
- Implemented Error/User Messages libraries to for clearer application user communications.
- Created **Technical Specifications** for HPD Works, a project consisting of **over 25 applications** that manage every aspect of housing development and/or preservation using **Agile methodologies.**
- Received highest possible result on 90-day performance review.

Client: UNIVERSAL Technologies – New York City Department of Sanitation, New York, NY
                                                                    Jun 2014 – May 2015

Title: Sr. Technical Writer and Training Specialist

Responsibilities:
- Developed **user guides** and **training materials** for roll out of new equipment/personnel tracking software.
- Analyzed and documented **process flows/run books** for daily activities against internal audits by SMEs.
- Created training and user guides for sanitation personnel and IT Helpdesk.
- Developed **departmental procedures** for mobile devices.
- Wrote pre-onboarding procedures for hiring process, onboarding manual for Managers, and "Welcome" document for new employees.
- Generated troubleshooting **process flows.**
- **Managed** and **developed training courses** for award-winning DSNY software.
- Collaborated with internal teams including Software Developers, Subject Matter Experts, Business Analysts, and Project Managers to create **end user, system requirement, policy**, and other miscellaneous documentation.
- Produced Software Development Kits (SDKs).
- Developed **Web content, training materials** and **online help** content.
- Created online content for the Web/intranet.
- Utilized research skills including gathering and analyzing data from multiple sources (subject matter experts, project managers).
- **Explained technical ideas in simple language**.
- Created and modified user documentation for material including **how-to guides** and **instruction manuals.**
- Wrote clear and **concise policies** and procedures.

Client: ERT, Inc., Bridgewater, NJ   **Apr 2011 – Mar 2014**
Title: Sr. Technical Documentation and Training Specialist

Responsibilities:
- Collaborated with SMEs throughout the company to clarify requirements and improve consistency.
- Generated **user manuals** for **complex software** to run complete pharmaceutical protocols.

- Maintained manufacturing **supply-chain documentation** for global distribution and recall of products.
- Evaluated and enhanced existing and new Help systems for worldwide end-users.
- Reviewed, analyzed, and interpreted **technical** and **functional specifications**.
- Devised **flow charts** to explain complicated software functionality and business processes.
- Followed the ADDIE model, created online help for training on and offshore clients.
- Conducted **user acceptance testing** for online help.
- Consulted with SMEs to develop and update content according to regulatory standards.
- Researched FDA regulatory documents and SOPs.

Client: ManTech-STI, Inc., Red Bank, NJ	**Jan 2010 – Mar 2011**
Title: Sr. Systems Analyst/Sr. Technical Writer	

Responsibilities:
- Created a website with role-based reference guides to teach CMMI concepts/requirements to project managers/developers; presented tool to upper level management.
- Developed requirements and **design specification documents** with system engineers to document application functionality following **Software Development LifeCycle** (SDLC) methodologies including Waterfall, **Agile,** V-Shaped, Incremental, and Spiral.
- Systematized quality standards (ISO 9000; CMMI-5) for **documentation** and **training.**
- Devised **flow charts** for lifecycle models including Waterfall, **Agile,** V-Shaped, Incremental, Spiral to integrate and systematize role-based training.
- Conducted **user acceptance testing.**
- Documented change control procedures for business and **system processes.**
- Devised **flow charts** to explain complicated software functionality and business processes.
- Scored 4.9 out of 5 on most recent performance review on topics related to customer service and appreciation of customer and business needs.

Client: DSCI, EPRT Solutions, Eatontown, NJ,	**Oct 2009 – Jan 2010**
Title: Sr. Technical Writer	

Responsibilities:
- Edited and **formatted documentation** associated with the verification and validation of radio waveform models for the System Engineering, Architecture, Modeling & Simulation (SEAMS) laboratory, Space/Terrestrial Communications Directorate at Fort Monmouth, NJ.

Client: CACI, Inc., Eatontown, NJ,	**Mar 2008 – Aug 2009**
Title: Sr. Technical Writer/Proposal Development Manager	

Responsibilities:
- Managed **proposal development** from bid receipt through submission.
- Developed responses to **Government Requests for Information** (RFIs)/**Requests for Proposal** (RFPs).
- Coordinated with technical and financial personnel to gather information and assemble it into a standard company template.
- Edited and **formatted content** for consistency and readability, with appropriate marketing flavor.
- Devised graphics to illustrate technical solutions and/or enhance reader interest.
- **Developed workflows** and **schedules** for on-time delivery by geographically dispersed teams
- Interfaced with Research and Development and Engineering staff to gather technical content for proposals.
- Created and **maintained project plans.**
- Collaborated with lead scientists to develop white papers and briefings that explained new technologies and/or improvements to existing technologies.
- **Led proposal teams**, winning over **$100 million in contracts** during a 7-month time period.

Client: Pfizer, Inc., Peapak, NJ	**Oct 2008 – Dec 2008**
Title: Sr. Technical Writer/Systems Analyst	

Responsibilities:
- Developed **design, user, administration, installation**, and **testing documentation** for implementing MS SharePoint across the **global organization** for inter-team and inter-location communication.
- Conducted system and user acceptance testing.
- Documented **change control procedures** for **business processes**.

Client: Morgan Stanley, Jersey City, NJ	**Dec 2006 – Feb 2008**
Title: Sr. Technical Writer/Instructional Design Manager	

Responsibilities:
- Developed **training modules** following the ADDIE model for client and branch service representatives within a new division; created/ updated materials for existing centers.
- Conducted front-end, needs analysis to evaluate and **improve existing training materials** for client/branch service representatives under tight timelines/budgetary constraints; **modified training strategies/delivery methods** to meet needs of various adult learners.
- Created **role-based training maps/job aids** for navigating unfamiliar APIs.
- Devised exercises to reinforce course concepts and informally evaluate training effectiveness.
- Devised and presented training curricula using the ADDIE model.
- **Created leader guides** for a variety of platforms: WBT, CBT and classroom.
- Partnered with SMEs to develop and **update content** according to regulatory standards.
- Conducted **formal evaluations** of **training effectiveness**, including statistical metrics.
- Solicited feedback on existing and new content to improve future versions.
- Researched and created Sarbanes-Oxley documents and SOPs.
- Documented **change control procedures** for business and system processes.
- Received numerous awards for dedication, content delivery, SME rapport, and customer service.

Client: Investors Underwriting Managers, Inc., Red Bank, NJ	**Oct 2006 – Dec 2006**
Title: Sr. Technical Writer	

Responsibilities:
- Developed a **Help system** using RoboHelp for tracking back office processes for a major, specialty (non-admitted lines) underwriting company.

Client: AASKI Technologies, Inc., Fort Monmouth, NJ	**May 2005 – Oct 2006**
Title: Sr. Technical Writer/Business Analyst	

Responsibilities:
- Created **user guides, requirements, design documents, disaster recovery plans**, and **training** for personnel tracking database, equipment tracking database, and financial applications from conception to delivery using MS Word, MS Visio, Adobe Acrobat, and FrameMaker.
- Generated software development kits (SDKs) to guide software development.
- Developed functional, business, and **technical requirements** through interaction with Product Management, QA, Development, Architecture, and Customer Service.
- Generated a wide variety of user manuals, system administration, and installation guides.
- Created **web-based training** using Captivate from scripting/storyboarding to implementation.
- Devised documentation for end-to-end software lifecycle, including Continuity of Operations Plans (COOPs) and Disaster Recovery Plans (DRPs).
- Analyzed **business process flows** to guide GUI redesign.
- Documented change control procedures for business and system processes.
- Conducted system and user acceptance testing.

- Created and modified test plans, test cases and matrices.
- Developed marketing materials.

Client: International Network Services, New York, NY	Sep 2004 – Apr 2005
Title: Technical Writer/Network Security Analyst	

Responsibilities:
- Generated Health Insurance Portability and Accountability Act (HIPAA) security policies for NYU Medical Center.
- Edited **customer-facing documentation** using MS Word, MS Visio, and Adobe Acrobat.
- Researched, created and edited HIPAA documents and SOPs.
- Served as the MS Word and Acrobat Subject Matter Expert.
- Received awards for excellence in **documentation products** and **customer service.**

Client: Computer Associates, Skillman, NJ	Feb 2004 – Sep 2004
Title: Technical Writer	

Responsibilities:
- Created documentation for storage technology software systems using FrameMaker, MS Word, and Adobe Acrobat.
- Generated a wide variety of **user manuals, system administration**, and **installation guides**.
- Implemented a single-source, content management system.
- Created and maintained readme, release notes, and installation files.
- Guided an offshore writing team with **document organization** and **revisions.**
- Documented **change control procedures**.

Client: Dow Jones & Co., Inc.; Princeton, NJ	Jun 2003 – Oct 2003
Title: Technical Writer	

Responsibilities:
- Developed complete **system documentation** including functional and business requirements, release notes, flow charts, user and system administration guides for a "pay per view" news search engine.
- Performed unit and system testing on this web component.
- Developed **functional, business**, and **technical requirements** through interaction with Product Management, QA, Development, Architecture, and Customer Service.
- Created and revised Computer System Validation (CVS) policies for a variety of OS platforms.
- Performed preliminary system validation and usability testing for search engine.
- Created and modified test plans, test cases and matrices.
- Confirmed hardware/software requirements for testing across multiple platforms.
- Executed test plans and tracked bugs with TestDirector.
- Devised flow charts to explain software functionality and business processes.

Client: Telcordia Technologies, Inc., Piscataway, NJ	Apr 1998 – Jun 2003
Title: Lead Technical Writer/Instructional Design Specialist	

Responsibilities:
- Led teams (3 – 10) to **devise training** and **documentation** for installation, system administration, user guides for newly developed and existing software applications.
- Developed **functional, business**, and **technical requirements** through interaction with Product Management, QA, Development, Architecture, and Customer Service.
- Developed SDKs to enable clients to modify in-house applications.
- Conducted front-end analyses for **documentation projects.**
- Generated a wide variety of **user manuals, system administration,** and **installation guides.**
- Conducted and managed training on Telcordia-proprietary software at client sites.

- Devised and **presented training curricula** for end-user and train-the-trainer using training modalities including CBT, WBT, instructor-led, and performance support.
- Conducted front-end, needs analysis to evaluate and **improve existing training materials** for client/branch service representatives under tight timelines and budgetary constraints; **modified training strategies** and delivery methods to meet needs of adult learners.
- Created role-based **training maps and job aids** for navigating unfamiliar APIs.
- Devised exercises and online games to reinforce course concepts and informally evaluate training effectiveness.
- Conducted **formal evaluations** of **training effectiveness**.
- Solicited **feedback on existing** and **new content** to improve future versions.
- Prepared white papers for both technical and general audiences on emerging technologies.
- Re-engineered Project Control/Project Management within CMMI to streamline processes.
- Documented **change control procedures.**
- Conducted user acceptance testing.
- Received company awards for teamwork, dedication, quality, and superior customer service.

Client: Automatic Data Processing/Brokerage Division, Mt. Laurel, NJ	**1997 – 1998**
Title: Client Trainer/Quality Assurance Analyst	

Responsibilities:
- Performed technical, acceptance, and regression testing on new and existing Windows-based client/server applications.
- Trained clients on new products, product upgrades and Microsoft office systems.
- Conducted and **managed training** for **ADP proprietary software** and MS Office at client sites.
- Performed preliminary system validation and usability testing for brokerage software.
- Conducted stress testing.
- Created and **modified test plans**, **test cases**, and matrices.
- Managed PVCS Tracker database.
- Received company awards for teamwork, dedication, innovation, quality, and outstanding customer service.