SUSAN FLANDER

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EXPERIENCE

July 2014 – January 2017   **Kongsberg Digital**   **Houston, TX**
Sr. Technical Writer

- Write a variety of documentation to assist Quality Assurance.
- Designed WebHelp to assist Oil and Gas Clients in application learning.
- Update CSS, SQL Scripts for WebHelp Links, and create training documents as needed.
- Manage document library and update documents during development release cycle using Sharepoint.
- Update Visio's as needed for business and development processes in existing content.
- Design MS Word based templates for manuals and training.
- Translate webhelp content for Russian audience.
- Utilize Team Foundation Server to manage work items, webhelp source code, and communicate with development and QA staff.
- Utilize Microsoft Office, Team Foundation Server, Visual Studio and Adobe products to include: RoboHelp 11.

Jan 2013 – Jun 2014   **Company Confidential**   **Dallas, TX**
Technical Writer

- Write a variety of documentation to assist optics R&D, Marketing, Operations, and Human Resources divisions.
- Achieved HIPAA compliance certifications Privacy and Security.
- Designed online training for IT Operations to target HIPAA compliance for all company employees.
- Designed IT Operations Policies and Procedures to meet HIPAA guidelines
- Perform related writing tasks for Business Associates Agreements and negotiated contract renewals with HKO, Advantica, iCare, etc.
- Acting HIPAA Privacy and Security Officer.
- Design and HTML coded the landing pages for SmartCalc, Acuity, and Upgrade.
- Black box testing for web applications using manual testing methodologies.
- Create Visio's as needed for business and development processes.
- Design electronic PDF forms.
- Design online help and MS Word based help manuals
- Utilize Microsoft Office products and a variety of Technical Writing tools on a daily basis.

May 2009 – July 2011   **Short-Term Contracts**   **Dallas, TX**

Instructional Designer (Self -Opportunity)

- Design online E-Learning for T.G.I. Friday's personnel.

- Work with Graphics Artist to create a professional look.

- Utilized understanding of Photoshop, Content Point, Adobe Flash on a daily basis.

Technical Writer – (Aquent)

- Write online help for E-Learning course development application.

- Test user interface against user documentation to determine application issues.

- Create naming conventions for development online help framework.

- Test application functionality and document test cases.

- Edit web content for graphic and font consistency.
- Assist in editing of resource files for translation.
- Utilized HTML, SnagIT, Dreamweaver, Word, Visual Studio, Team Foundation Server, Technical Writing, SDLC, and communication skills on daily basis.

Development Support – Technical Writer (Creative Virtuosity)

- Write PTKPSL Developer online help.

- Document developer code changes in documentation.

- Provide PTKPSL Web Part documentation for Chevron Corporate Training.

- Utilized knowledge of C#, HTML, Robohelp (developer skill set), Technical Writing, SDLC, PHP / SOAP, JSON and communication skills on a daily basis.

Development Support – HTML Programmer (Staffmark)

- Edit print and online forms for Veteran Medical Benefits system.

- Edit and debug C# and HTML code for consistency.

- Create file structures and naming conventions for development framework.

- Provide development level documentation to assist in Project Management development.

- Utilized C#, HTML, Technical Writing, SDLC, and communication skills on a daily basis.

Feb. 2009 – Apr. 2009   **American Bureau of Shipping**   **Bammell, TX**
Development Support – Technical Writer

- Develop online help systems for Engineering Applications that assist in meeting Government Compliance Standards.

- Research and document terminology for Marine Tankers and Vessels.

- Determine requirements, new online help systems, and TOC standards.

- Design data reference documentation for use.

- Convert source to create new help systems using RoboHelp Decompiler.

- Utilized Word, RoboHelp, Acrobat, .Net, XML, and Visio knowledge on a daily basis

Aug. 2008 – Jan. 2009   **Personable Computers**   **Houston, TX**
Short-Term Assignments

Database Mapping - Aknaf Software

- Graphic creation and editing for Accounting Application interface.

- Perform daily data mapping tasks.

- Provided application support on application to clients.

- Documented all data flows for Access / SQL based application.

- Utilized Access, SQL, Acrobat, .Net, and Communication skills on a daily basis.

Technical Writer - Waste Management

- Performed Word to RoboHelp conversion of training manual.

- Graphic editing and formatting of HTML content for online style consistency.

- Trained permanent staff on RoboHelp.

- Utilized, Photoshop, Word, Acrobat, and RoboHelp on a daily basis.

Technical Writer - SAI Business Solutions

- Wrote the company business plan. This business plan was to be submitted by perspective employees applying for a work visa at USCIS.

- The primary purpose of the business plan was to meet the requirements of H-1B Visa acquisition to generate a more diverse SAP Development base.

Jan. 2008 – Jun. 2008   **Wolters Kluwer**   **Houston, TX**
Development Support – Technical Writer

- Plan and develop online help system.

- Document all aspects of the application for user assistance.

- Design "At a Glance" manuals for the iLien On-Line product.

- Write, edit, and code all online help documentation using DreamWeaver and knowledge of HTML, CSS, and JavaScript.

- Utilized knowledge of Word, Captivate, Flash, Acrobat, XML, PhotoShop, and Snag It.

Aug. 2007 – Dec. 2007   **KBR**   **Houston, TX**
Development Support – Technical Writer

- Plan and develop Enterprise Application Division processes.

- Collect requirements and test documentation processes.

- Communicate with Development Leads, Division Managers, and Global Lead to define a concise process.

- Document internal data structures and development cycles.

- Design computer based training for global Human Resources application using PowerPoint, Articulate, and Captivate.

- Test computer based training server-side for streaming and audio assurance.

- Design online help system and training manual for Human Resources applications and provide Train the Trainer training.

- Utilized Word, Captivate, Flash, Acrobat, SQL, .Net, Excel, SOX, Cobit, SDLC, PMI, RoboHelp, and Visio knowledge on a daily basis.

Aug. 2006 – Aug. 2007   **Evision Systems**   **Houston, TX**
Technical Writer (Permanent Employee)

- Plan and develop company website content.

- Document internal data structures and development cycles.

- Assist GUI design and graphic design.

- Document online help system for WAVE application, which tracked transport weight, location, and materials for CEMEX construction.

- Document Data Flows, Test Cases, and Use Cases for CEMEX's customized RMS system.

- Assisted Business Analyst onsite on Server Setup of CRM (Microsoft Dynamics).

- Design online help systems and online training utilizing a myriad of software.

- Assist in documentation and research for small scale SEO for client base.

- Modify themes using ASP.Net for Outdoorweb.com development.

- Perform usability testing, collect business requirements, and relay development processes.

- Utilized Dreamweaver, Acrobat, Flash, XML, SQL, Robohelp, and HTML on a daily basis.

Mar. 2004 –Aug. 2006   **CDL**   **Dallas, TX**
Web Developer

- Plan and develop company website.

- Document policies and procedures utilizing RoboHelp.

- Assist in training users on website use and basic Windows usage as needed.

- Utilized Dreamweaver, Acrobat, Flash, Access, and HTML on a daily basis.

Jun. 2004 – Feb. 2005   **Lennox International**   **Dallas, TX**
Technical Writer

- Assist in writing Sarbanes- Oxley documentation (process documentation) for the HR, Remote IT, and Functional Business Units.

- Assist writing teams that are backlogged in meeting their writing deadlines.

- Travel to multiple Lennox locations across America and Canada on an as needed basis.

- Assist in training new writers as needed.

- Utilized Word, Acrobat, Visio, Dreamweaver, and Excel on a daily basis.

Feb. 2004-Jun. 2004   **Tandy Brands**   **Dallas, TX**
Development Support – Technical Writer

- Design Sarbanes - Oxley documentation for the MIS department.

- Write new policies and procedures.

- Edit and redesign Visio diagrams for use in SOX documentation.

- Edit Excel files and convert to web based HTML document.

- Edit all documentation for Microsoft Style.

- Design Cascading Style Sheets and XSL style sheets for web based documentation.

- Repurpose images for documentation usage.

- Provide PDF conversion for web based documentation

- Utilized Excel, Word, Visio, Acrobat, Dreamweaver, and HTML to compile documentation.

Nov. 2003-Feb. 2004   **Microsoft**   **Dallas, TX**
Training Support – Editor

- Edit internal and external documentation for Microsoft Style.

- Perform legal edits for external documentation.

- Design Cascading Style Sheets and XSL style sheets for web based documentation.

- Create XML based webs for CD Images.

- Design PowerPoint presentation templates for Microsoft Events.

- Repurpose images for documentation usage.

- Provide PDF conversion for web based documentation

- Utilized knowledge of all Microsoft Style Guidelines, PowerPoint, Adobe Acrobat, Word, HTML

Aug. 2002-Nov. 2003   **Personable Computers**   **Dallas, TX**
Technical Writer / Multimedia Programmer / Database Design

Metroplex Insurance Restorators

- Design Leads Database using Microsoft Access and basic data mining skills.

- Design company logo, letterhead, forms, and contracts for general office management using technical writing, administrative, and creative background.

- Create a payroll system and structure using Microsoft Access and administrative experience.

- Create user names and profiles for network security in the XP environment.

- Design internal company forms.

Dish Direct

- Design Flash based tutorials for online help using Flash.

- Document company policies for online company handbook.

- Proposal and contract writing for clients.

- Image editing for all online help content using PhotoShop and PaintShop Pro.

- Utilized knowledge of Microsoft Style guidelines, Dreamweaver, document management, and HCI concepts on a daily basis.

Feb. 2002 – Jul. 2002 CDS **Plano, TX**
Technical Writer

- Document online applications for Control Diabetes Services.

- Design Flash based tutorials for online help using Flash 2 Java Applets versus Flash 5 Active X container for cross browser compatibility.

- Design customized interface for online help using, FrontPage, HTML, and JavaScript programming skills.

- Image editing for all online help content using PhotoShop and PaintShop Pro.

- Utilized knowledge of Microsoft Style Guidelines, document management, and HCI concepts on a daily basis.

Feb. 2001 – Feb.2002 **FreeLance Consultant**

- Temporary assignment with the VNA (Visiting Nurse Association). Processing medical billing and payroll records in imaging system for the Information Management department.

- Enhancing ASP, Action Script, and VB Script skills.

- Volunteer work for non-profit organizations: NVVC, HeadStart Program.

- Freelance technical support, web, and database development for small businesses in the Dallas area: Fargo Dogfoods, Arro Accounting.

Sept. 2000 – Feb. 2001 RIA **Addison, TX**
Multimedia Programmer

- Design computer based and web based training using Macromedia Flash and Macromedia Authorware based on storyboards.

- Test software compatibility with applications and document issues.

- Design Access databases and web based front ends using ASP and HTML.

- Edit sound files using SoundForge.

- Provide feedback on technical documentation to writers.

- Archive all WBTs, CBTs, and Sound files for data inventory.

- Test online technical documentation.

- Storyboard computer based training when needed.

- Utilized knowledge of Flash 4 and 5, Access, SQL, HTML, ASP, Visual SourceSafe, AuthorWare, CSS, NT, Windows 2000, UNIX, Acrobat, Dreamweaver, Real Audio, Director, and Paintshop Pro on a daily basis.

Jun. 2000 – Sept. 2000   **GTE**   **Plano, TX**
Development Support – Technical Writer

- Write technical documentation for E-Commerce applications

- Use Adobe Acrobat to convert RoboHelp and Word files for storage and easy access for users.

- Test software compatibility with Windows 2000 applications and document issues.

- Test E-Commerce applications and document issues.

- Design Cascading Style Sheets for writing projects.

- Create multimedia tutorials for online help.

- Utilized knowledge of Word, Adobe Acrobat, HTML, Visio, RoboHelp, Clear Case, AuthorWare, CGI Script, CSS, NT, PowerPoint, Windows 2000, UNIX, Dreamweaver, and Paintshop a daily basis.

Feb. 2000 – Apr. 2000   **IBM**   **Plano, TX**
Development Support – Technical Writer

- Test and write documentation for Frito-Lay's inventory displacement web application.

- Determine business requirements and provide input on how applications should meet those requirements.

- Provide training on application documented.

- Work with management team, development team, and project managers to ensure the accuracy of technical documentation.

- Define processes using diagrams created in Visio.

- Utilized Word, HTML, RoboHelp, Adobe PhotoShop, VBA, Lotus Notes, NT, and Project knowledge.

Dec. 1997– Jan. 2000   **Microsoft Corporation**   **Irving, TX**
Dedicated Content Developer (Permanent Employee)

- Write online technical content for the Microsoft Knowledge Base.

- Acting Technical Lead for Access Developer Support team.

- Acting Content Lead for FrontPage Content Team.

- Provide Technical Support for the Office Applications Division.

- Assist in web page creation for Microsoft Office products and special team projects for managers.

- Provide support for Access and FrontPage issues in the SQL Server, NT, Win 2000, UNIX, and Win 98 environments.

- Test and document unknown features during product development cycle.

- Setup test scenarios in the Win 98, Win 2000, NT, XML, and UNIX environments when required.

- Work with development, technical, and content staff on a daily basis to research and develop technically accurate user documentation.

- Convert files into PDF, Word, and HTML formats to post White Papers to the Internet.

- Train technical writers new to the Content team on Microsoft Style Guidelines.

- Provide technical and editorial review of articles before publishing.

- Participate in promotional activities such as: PC Expo, Manhattan and Office 9 Airlift, Seattle.

- Develop internal data management tools using Access and web programming knowledge.

- *Highly proficient* in Project, FrontPage, HTML, Acrobat, Project, VBA, Access, Excel, Word, PowerPoint, and RoboHelp.

Feb. 1997–Dec. 1997   **Belcan**   **Irving, TX**
Software Support Engineer
Microsoft Corporation

- Contract Technical Support Engineer for Microsoft Corporation.

- Write technical content for the Microsoft Knowledge Base.

- Provide web based technical support in the Windows NT, Windows 9.x and Macintosh environment.

- Test and document unknown features during product development cycle.

Nov. 1995–Feb. 1997   **Stream International**   **Dallas, TX**
Software Support Representative (Permanent Employee)

- Provide support for online software, Hewlett Packard printers and twenty-eight models of Hewlett Packard personal computers.

- Beta testing and training new engineers on Customer Service application.