

SUSAN FLANDER

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PROFESSIONAL SUMMARY

Business owner of sole proprietorship, **creative virtuosity**. Actively seeking remote / on-site technical writing contracts. Write, design and develop content for website(s), marketing literature, online help, and business proposals.

PREVIOUS EXPERIENCE

Jun 2014 – Jan 2017
Sr. Technical Writer

Kongsberg Digital

Houston, TX

- 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
Sr. Technical Writer

Company Confidential

Houston, TX

- 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

Houston, TX

Development Support - Technical

- 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 – Apr 2009

Personable Computers

Houston, TX

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
Technical Writer

Wolters Kluwer

Houston, TX

- Plan and develop online help system.
- Document all aspects of the application for user assistance.
- Design “At a Glance” manuals for the i-Lien Online 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
Technical Writer

KBR

Houston, TX

- 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 – Dec 2007
Technical Writer

Evision Systems

Houston, TX

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

Feb. 2002 – Jul. 2002
Technical Writer

CDS

Plano, TX

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

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Feb. 2001 – Feb.2002

FreeLance Contracts

- 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.

Sep 2003 – Feb 2001
Multimedia Programmer

RIA

Addison, TX

- 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
Development Support – Technical Writer

GTE

Plano, TX

- 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.
- Design Cascading Style Sheets for writing projects.
- Create multimedia tutorials for online help.
- Utilized knowledge of Word, Adobe Acrobat, HTML, Visio, RoboHelp, Authorware.

Feb. 2000 – Apr. 2000 **IBM**
Development Support – Technical Writer

Plano, TX

- 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**
Dedicated Content Developer (Permanent Employee)

Irving, TX

- 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**
Software Support Engineer
Microsoft Corporation

Irving, TX

- 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**
Software Support Representative (Permanent Employee)

Dallas, TX

- 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.