SUSAN FLANDER
TECHNICAL WRITER

OBJECTIVE

Technical Writer with over 20 years of experience actively seeking a new opportunity with a technologically advanced corporation.

~ Passionate about technology and its never-ending reach in the sciences.

EXPERIENCE

Jan 2009 – Jul 2024 ϑ Creative Virtuosity (dba) ϑ Technical Writer ϑ Remote US

Entrepreneurial experience includes providing independent technical writing services to clients. Communicate with company leadership, negotiate labor rates and contracts. Communicate with subject matter experts in quality assurance, engineering, marketing, and management to collect requirements and complete documentation deadlines. Documentation includes HR Manuals, User Manuals, System Integration & Implementation Guides, Release Notes, Web Page Content, Process Diagrams, and Presentations. Utilize RoboHelp, Agile, Salesforce Cloud Authoring Tools, Confluence, Shopify, SharePoint Online, Azure DevOps, Team Foundation Server, Microsoft Office 365 applications such as Word, Excel and PowerPoint, Adobe Acrobat Pro, JIRA, and WordPress for work performed. Technologies encompass a variety of web-based products which require the ability to conceptualize SaaS, Azure, SOAP, REST API, SQL, HTML, XML, and C# programming languages.

Clients include:

• American Bureau of Shipping	January 2023 - June 2024
• Impres Technology	October 2022 – October 2022
• iCIMS	December 2021 – May 2022
• Cloud Ninjas	April 2021 – July 2021
• Gatson Concrete	September 2015 – October 2015
• Information Store	October 2009 – December – 2009

Feb 2020 – Aug 2020 ϑ Luce Research ϑ Interviewer / Coding ϑ Colorado Springs, CO

Interview respondents on political issues facing the nation, state, and local districts. Provide coding assistance as needed for survey systems. Utilized communication skills, Microsoft Excel, Windows, and Internet technology on a daily basis.

Oct 2019 – Feb 2020 ϑ Federal Contract - Defense ϑ Sr. Technical Writer ϑ Colorado Springs, CO

Write a variety of documentation to assist organizations in meeting Federal Compliance. Modify HTML in SharePoint locations for team intranet. Present task order reviews during team meetings, compile meeting notes in preparation for writing and delivering CPARS. Participated in forty-two training courses for Federal Compliance and security clearance purposes. Utilized knowledge of Microsoft Office applications, SharePoint, Paint and Word Objects to create diagrams and documentation.

Jul 2014 – Jan 2017 ϑ Kongsberg Digital ϑ Sr. Technical Writer ϑ Houston, TX

Write and edit a variety of documentation to assist Quality Assurance which includes editing CSS and SQL Scripts for Web Help, style guides, content translation for Russian audience, and support documentation. Manage and migrate document libraries and create approval workflows using SharePoint. Manage RoboHelp source code in development, test, and release branches using Teams Foundation Server. Create workflow diagrams for business and development processes.

Jan 2013 – Apr 2014 ϑ **ProFit Optix / TriNet** ϑ **Sr. Technical Writer** ϑ **Irving, TX**

Write a variety of documentation to assist R&D, Marketing, Operations, and Human Resources divisions using Visio, Microsoft Word, HTML, Adobe PDF, and Visual Studio. Achieved HIPAA compliance certifications Privacy and Security. Designed online training for IT Operations to target HIPAA compliance for employees. Designed IT Operations Policies and Procedures to meet HIPAA guidelines. Participated in HIPAA related writing tasks for Business Associates Agreements and negotiated contract renewals with HKO, Advantica, and iCare as an Acting HIPAA Privacy and Security Officer. Design, test, and develop landing pages for SmartCalc, and Acuity upgrades using SoapUI, HTML, and SourceSafe.

May 2009 – Jul 2011 ϑ **Short-Term Contracts** ϑ **Technical Writer** ϑ **Dallas, TX**

- Carlson (Instructional Designer) - Design online E-Learning for T.G.I Friday's personnel.
- Academic Partnerships (Content Manager) - Write online help for EPIC course development application, create accessibility content, design business process diagrams, and edit web-based content.
- MES Solutions (HTML Programmer) - Write and edit Word to HTML forms for Veteran Medical Benefits system.

Feb 2009 – Apr 2009 ϑ **American Bureau of Shipping** ϑ **Technical Writer** ϑ **Houston, TX**

Develop and write online help for Engineering Applications that assist in meeting Government Compliance Standards. Research and update terminology dictionaries as related to Finite Element Analysis of Marine Vessels. Convert Word content to web help source and create or nest TOC structures using RoboHelp Decompile, RoboHelp, Word, .NET, XML and Visio.

Aug 2008 – Apr 2009 ϑ **Short-Term Contracts** ϑ **Technical Writer** ϑ **Houston, TX**

- Aknaf Software - Graphic creation and editing for Accounting Application interface.
- Waste Management - Performed Word to RoboHelp conversion of training manual.
- SAI Business Solutions - Write a company business proposal to assist H-1B Visa candidatures.

Jan 2008 – Jun 2008 ϑ **Wolters Kluwer** ϑ **Technical Writer** ϑ **Houston, TX**

Plan, develop and write online help. Document all aspects of the application for user assistance. Wrote content for Design "At a Glance" manuals for the iLien Online product. Utilized knowledge of Dreamweaver, HTML, CSS, JavaScript, Microsoft Office applications, Captivate, Flash, Adobe Acrobat, XML, Photoshop, and SnagIt on a daily basis.

Aug 2007 – Dec 2007 ϑ **Kellog, Brown, & Root** ϑ **Technical Writer** ϑ **Houston, TX**

Plan and write Change Management processes and related narratives for the Enterprise Division. Communicate with Development Leads, Division Managers, and Global Lead to define a concise process. Design computer-based training for global Human Resources application using PowerPoint, Articulate, and Captivate. Test computer-based training from server-side for streaming and audio capabilities. Design online help, technical specifications, design documents, and training manual for Human Resource application. Provide Train the Trainer training for Human Resource application enhancements. Utilized knowledge of Microsoft Office applications, Captivate, Flash, Adobe Acrobat, SQL, SDLC, RoboHelp, Visio, Excel, COBIT, COSO, PMMI, and SOX on a daily basis.

Aug 2006 – Jun 2007 ϑ **Evison Systems** ϑ **Technical Writer** ϑ **Houston, TX**

Write a variety of documentation to assist development and leadership teams. Design data flow diagrams, test cases, and use cases for CEMEX project as related to customized Retail Management System (RMS). Assist in documentation and research for small scale SEO project for the company's client base. Modify themes using ASP.Net for Outdoorweb.com development, perform usability testing, collect business requirements, and relay business and development workflows. Acting manager for junior developer on internship. Travel to client locations with junior developer(s) to collect project requirements, black box test Cold Fusion, ASP, and HTML based websites. Utilized Dreamweaver, Adobe Acrobat, Flash, XML, SQL, RoboHelp, Microsoft Office applications and HTML on a daily basis.

Mar 2004 –Aug 2006 ϑ **Certified Driving Solutions** ϑ **Web Developer** ϑ **Houston, TX**

Plan and develop company website. Assist in training users on website use and basic Windows usage as needed. Utilized Dreamweaver, Adobe Acrobat, Flash, Access, and HTML on a daily basis.

Jun 2004 – Feb 2005 ϑ **Lennox International** ϑ **Technical Writer** ϑ **Plano, TX**

Write, compile, and analyze SOX compliance documentation for Lennox subsidiaries. Participate in daily gap analysis meetings with leadership teams. Traveled to Lennox subsidiaries to assist other technical writers in completing documentation deadlines. Utilized Microsoft Office applications such as Word, Excel, PowerPoint, and Visio on a daily basis.

Feb 2004 – Jun 2004 ϑ **Tandy Brands** ϑ **Technical Writer** ϑ **Arlington, TX**

Write Sarbanes – Oxley compliance documentation for the MIS department. Compile and document IT security policies and procedures related to the network infrastructure. Design network diagrams for compliance documentation. Utilized COBIT, COSO, SOX, Microsoft Office applications, Visio, RoboHelp, Adobe Acrobat, Dreamweaver, and HTML on a daily basis.

Nov 2003 – Jan 2004 ϑ **Microsoft Corporation (Volt)** ϑ **Technical Editor** ϑ **Irving, TX**

Edit internal and external documentation for Microsoft Style. 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. Provide PDF conversion for web-based documentation. Utilized knowledge of all Microsoft Style Guidelines, PowerPoint, Adobe Acrobat, Microsoft Office applications, HTML on a daily basis.

Feb. 2001 – Feb. 2003 ϑ **Freelance Contracts** ϑ **Technical Writer** ϑ **Dallas, TX**

- Metroplex Insurance Restoration – Assist in design of leads database using Access and basic data mining skills.
- Dish Direct - Design Flash based tutorials for online help using Flash.
- VNA (Visiting Nurse Association) - Process medical billing and payroll records in medical imaging system.
- NVVC, Head Start Program (Volunteer) - Assist in developing ASP, Action Script, and VB Script content.
- Fargo Dogfoods – Provide technical support and project management for web and database development.

Feb. 2002 – Jul. 2002 ϑ **Control Diabetes Services** ϑ **Technical Writer** ϑ **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, Microsoft Office applications, HTML, and JavaScript programming skills. Utilized knowledge of Microsoft Style Guidelines and HCI concepts.

Sep 2001 – Feb 2002 ϑ **RIA** ϑ **Multimedia Programmer** ϑ **Addison, TX**

Design computer based and web-based training using Macromedia Flash and 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 peers. 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, Adobe Acrobat, Dreamweaver, Real Audio, Director, and Photoshop Pro daily.

Jun. 2000 – Sept. 2000 ϑ **GTE (Verizon)** ϑ **Technical Writer** ϑ **Irving, 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 Microsoft Office applications, Object Oriented Programming, Adobe Acrobat, HTML, Visio, RoboHelp on a daily basis.

Feb 2000 – Apr 2000 ϑ IBM (Frito Lay) ϑ Technical Writer ϑ Plano, TX

Write documentation for Frito-Lay's Oracle based inventory displacement system. Determine business requirements and provide input on how applications should meet those requirements. Provide training on application documented. Work with management, development, and project management teams to ensure the accuracy of technical documentation. Define processes using diagrams created in Visio. Utilized Microsoft Word, HTML, RoboHelp, Photoshop, Adobe Acrobat, VBA, Lotus Notes, NT, and Project knowledge.

Dec. 1997– Jan. 2000 ϑ Microsoft Corporation ϑ Dedicated Content Developer ϑ 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. Work with development, technical, and content staff daily to research and develop technically accurate user documentation for technical support teams. Convert files into PDF, Word, and HTML formats. Write and post White Papers as needed. Train technical writers new to the Content team on Microsoft Style Guidelines. Work with content manager, technical editor, and marketing staff to complete 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. Utilized FrontPage, HTML, Adobe Acrobat, Project, VBA, Access, Excel, Word, PowerPoint, and XML based tools for article publication.

Feb 1997–Dec 1997 ϑ Microsoft Corporation (Belcan) ϑ Software Support Engineer ϑ Irving, TX

Write technical content for the Microsoft Knowledge Base. Provide web based technical support in Excel, Frontpage, Windows NT, Windows 9.x, UNIX, and Macintosh environments. Test and document unknown features when taking part in content sweeps product during product development cycle.

Nov 1995–Feb 1997 ϑ Stream International ϑ Technical Writer ϑ Addison, 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 applications.

EDUCATION

- **1995 - 1999 DeVry Institute of Technology**
  - Bachelors – Computer Information Systems

- **2014 – 2023 Various Certifications in Law Sciences and Engineering**
  - HIPAA, Transact SQL, American Civil and Criminal Law