

SUSAN FLANDER

TECHNICAL WRITER

TECHNICAL ASSETS

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.**

- **Broad technology exposure** across **diverse environments** and documentation toolsets.
- **Excellent communication skills** while working with technical and non-technical audiences.
- **Strong technical aptitude; deadline-driven, proactive** self-starter.

ENTREPRENEURIAL EXPERIENCE

Jan 2009 – Present

Creative Virtuosity (dba) ∅ Technical Writer ∅ 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

CONTRACT / VENDOR BASED EMPLOYMENT (1995 – 2020)

Previous employment experience includes working with a variety of corporations on contract based technical writing projects. Environments encompass software support and development, engineering, health, financial, and government compliance. Tools and skillsets utilized include RoboHelp, Microsoft Office Suite, HTML, Photoshop, SnagIt, SharePoint, Teams Foundation Server and Services, Adobe Acrobat, SOAP UI, XML, JavaScript and more.

- Feb 2020 – Aug 2020 Luce Research ∅ Interviewer / Coding ∅ Colorado Springs, CO
- Oct 2019 – Feb 2020 Federal Contract ∅ Sr. Technical Writer ∅ Colorado Springs, CO
- Jul 2014 – Jan 2017 Kongsberg Digital ∅ Sr. Technical Writer ∅ Houston, TX
- Jan 2013 – Apr 2014 Profit Optix / TriNet ∅ Sr. Technical Writer ∅ Irving, TX
- May 2009 – Jul 2011 Short-Term Contracts ∅ Technical Writer ∅ Dallas, TX
- Feb 2009 – Apr 2009 American Bureau of Shipping ∅ Technical Writer ∅ Houston, TX
- Aug 2008 – Apr 2009 Short-Term Contracts ∅ Technical Writer ∅ Dallas / Houston, TX
- Jan 2008 – Jun 2008 Wolters Kluwer ∅ Technical Writer ∅ Houston, TX
- Aug 2007 – Dec 2007 Kellogg, Brown, & Root ∅ Technical Writer ∅ Houston, TX
- Aug 2006 – Jun 2007 Evison Systems ∅ Technical Writer ∅ Houston, TX
- Mar 2004 – Aug 2006 Certified Driving Solutions ∅ Web Developer ∅ Houston, TX
- Jun 2004 – Feb 2005 Lennox International ∅ Technical Writer ∅ Plano, TX
- Feb 2004 – Jun 2004 Tandy Brands ∅ Technical Writer ∅ Arlington, TX
- Nov 2003 – Jan 2004 Microsoft Corporation (Volt) ∅ Technical Editor ∅ Irving, TX
- Feb. 2001 – Feb. 2003 Freelance Contracts ∅ Technical Writer ∅ Dallas, TX
- Feb. 2002 – Jul. 2002 Control Diabetes Services ∅ Technical Writer ∅ Plano, TX
- Sep 2001 – Feb 2002 RIA ∅ Multimedia Programmer ∅ Addison, TX
- Jun. 2000 – Sept. 2000 GTE (Verizon) ∅ Technical Writer ∅ Irving, TX
- Feb 2000 – Apr 2000 IBM (Frito Lay) ∅ Technical Writer ∅ Plano, TX
- Dec. 1997– Jan. 2000 Microsoft Corporation ∅ Dedicated Content Developer ∅ Irving, TX
- Feb 1997–Dec 1997 Microsoft Corporation (Belcan) ∅ Software Support Engineer ∅ Irving, TX
- Nov 1995–Feb 1997 Stream International ∅ Technical Writer ∅ Addison, TX

EDUCATION

- **1995 - 1999 DeVry Institute of Technology**
Bachelors – Computer Information Systems
- **2014 – 2023 Various Certifications in Law Sciences**
HIPAA, Transact SQL, American Civil and Criminal Law,
Engineering