

# References and Testimonials for Susana Maria Rosende

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## References:

- [Stacy Lowman](mailto:stacy.lowman@yahoo.com) ([stacy.lowman@yahoo.com](mailto:stacy.lowman@yahoo.com) and [stacy.lowman@wyndhamvo.com](mailto:stacy.lowman@wyndhamvo.com)), current Communications Manager at Wyndham Vacation Ownership, (one of my managers at Wyndham Vacation Ownership)
- Catherine Shipman ([catherine.shipman@wyndhamvo.com](mailto:catherine.shipman@wyndhamvo.com) , 407 446 1319, 130 Red Rose Circle Orlando FL 32835) current Program Manager at Wyndham Vacation Ownership, (one of my managers at Wyndham Vacation Ownership)
- [Kirk Gagnon](mailto:kgagnon@thefund.com) ([kgagnon@thefund.com](mailto:kgagnon@thefund.com) and [gagnonjk@hotmail.com](mailto:gagnonjk@hotmail.com)), current Senior Analyst/Supervisor at Attorneys' Title Insurance Fund (colleague from Attorneys' Title Insurance Fund)
- [Laura Augustine](mailto:laugusti@cisco.com) ([laugusti@cisco.com](mailto:laugusti@cisco.com)), current Knowledge Management at Cisco (colleague from Attorneys' Title Insurance Fund)
- [Judi Alamia](mailto:jalamia@yahoo.com) ( [jalamia@yahoo.com](mailto:jalamia@yahoo.com)), current Development Analyst at Sunquest Information Systems, Inc.(my direct supervisor from Attorneys' Title Insurance Fund)
- [Michael Lutz](mailto:mike@hotturf.com) ([mike@hotturf.com](mailto:mike@hotturf.com) and [mike@loansinteractive.com](mailto:mike@loansinteractive.com)) current President at Web Designers of Orlando and Loans Interactive.com (frequent freelance client for my part-time business, Write Way Designs, Inc.)
- [Nick Patellis](mailto:npatellis@cfl.rr.com) ([npatellis@cfl.rr.com](mailto:npatellis@cfl.rr.com)), current Information Security Systems Engineer at Harris Corporation (one of my managers from Attorneys' Title Insurance Fund)
- [Dr. Dan Jones](mailto:djones@ucf.edu) ([djones@ucf.edu](mailto:djones@ucf.edu)), current UCF Professor in Technical Communication (former dean and professor for several of my technical writing courses at UCF...we have kept in touch through the years at the Society for Technical Communication ([www.STC.org](http://www.STC.org)))
- [Bonnie Jean](mailto:Bonnie.Jean@healthcentral.org) ([Bonnie.Jean@healthcentral.org](mailto:Bonnie.Jean@healthcentral.org) and [bxjea@embarqmail.com](mailto:bxjea@embarqmail.com)), current Applications Manager at Health Central in Orlando, and one of my managers - Project Manager - at Attorneys' Title Insurance Fund
- [Ellen Bullard](mailto:elleorl@cfl.rr.com) ([elleorl@cfl.rr.com](mailto:elleorl@cfl.rr.com)), Senior Programmer at Orlando Health, previous colleague at Attorneys' Title Insurance Fund

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## Testimonials:

"It was a pleasure to work with Susana for over a decade at Attorneys' Title Insurance Fund, Inc. Susana is very team oriented, has integrity, and treats others with respect. She is innovative, creative, and detail oriented. She is amiable, hard working, and has a great personality. Susana truly cares about her coworkers and her work. She works well under pressure, and always goes the extra mile for customers. I hope to work with her again one day. "

July 21, 2008

*Ellen Bullard, Senior Programmer*  
[Orlando Health](#)

"Susana worked with me in the Information Services Division at Attorneys' Title Insurance Fund (The Fund) in Orlando, Florida for the past nine years (from 1999 to 2008). I utilized her skills and expertise as a Senior Technical Writer at The Fund in day to day issues, as a Project Team Member/Technical Publications Supervisor in the technical projects that I managed, and also within the CMMI and ITIL implementations that I was involved in.

Susana not only wrote technical documentation, she proofread, edited and provided illustrations for my documentation. She provided timely and accurate documentation, creative illustrations for manuals, posters, project status announcements and newsletters. She was also very active in the corporate fund raisers, annual employee team building activities and off-site trade shows, creating a variety of just-in-time customer flyers, displays and other documentation as needed.

She is a wonderful employee, dedicated to getting the job done. She is resourceful, hard working, creative, and a quick learner on new technologies. She's artistic, and I've requested illustrations specific to projects I was working and she produced illustrations without any direction.

I also utilized Susana on a freelance basis through Write Way Designs, Inc. for writing, editing, illustration, logo, and website design, and was again very pleased with her work.

I highly recommend Susana for any employer or future client of Write Way Designs. "

July 16th, 2008

*Bonnie Jean, Application Services Manager in IT*  
[Health Central](#)

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"I worked with Susana Rosende at Attorneys' Title Insurance Fund from August 1997 until July 1999. During my time at The Fund, I had the pleasure of working closely with Susana on software documentation, online help, newsletters, and other projects done by the Technical Publications department.

I found Susana to be a strong writer and editor. She quickly learned our style guidelines and became an important contributor to the department. Her writing and editing skills, combined with her strong work ethic, made her invaluable to our group and to the business as a whole. I would strongly recommend her for writing and editing positions.

Given her additional graphic arts, Dreamweaver, HTML, and CSS skills, Susana would also be an excellent candidate for Web design and website contributor positions."

July 8th, 2008

*Laura Augustine, Knowledge Management*  
[Cisco](#)

"I had the pleasure of working with Susana for the eight years I was employed by Attorneys' Title Insurance Fund. She was a co-worker for a short while until her well-deserved promotion to Technical Publications Supervisor, and then I reported to her directly. She is highly driven and was always seeking ways to improve our department and to motivate the team to keep up our skills. I really enjoyed working for Susana and was always very impressed by her many talents.

Susana is an excellent technical and creative writer, researcher, leader, manager, artist, cartoonist and mentor. Her communication skills, upbeat personality, and positive energy would benefit any organization or client she chooses to work for."

June 8th, 2008

*Julie Stockton, Senior Technical Writer*  
[Attorneys' Title Insurance Fund](#)

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"I worked with Susana Rosende while contracting at Attorneys' Title Insurance Fund in Orlando, FL from June 2005 through March of 2006. Susana was in a Technical Publication Supervisory role while I was a Senior Quality Assurance Analyst with both of us reporting to the same manager.

Susana impressed me with her attentiveness, work ethic, and spirit of cooperation. She was intelligent and motivated and more than capable of managing people. And, she was always very positive in her outlook and conduct. I thoroughly enjoyed working with her and believe she would make an excellent choice for any prospective employer or client."

June 8, 2008

*Stanley Bogacz, Software Quality Assurance Analyst*

[Engel Consulting](#)

[Attorneys' Title Insurance Fund](#)

"Susana is a top notch technical writer who is very detailed orientated. Always considers the potential audience when developing documentation. Excellent people skills, great personality and is always looking out for the little guy/gal. Very motivated and extremely creative. I highly recommend her!!"

April 28, 2008

*Nick Patellis, Information Security Systems Engineer*

[Harris Corporation](#)

"Susana has a respectful attitude about her work and her friendships. She often shares her ideas and knowledge with others. She is very delightful to be around."

April 21, 2008

*Rosemary Franck, Insurance Professional*

[National Agents Alliance \(NAA\)](#)

"Susana is a dedicated, committed, hard working professional. She has the personality and skills to be a valuable asset to any organization."

April 15, 2008

*Lance Douglas, Senior Programmer Analyst/Supervisor*

[Attorneys' Title Insurance Fund](#)

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"Susana Rosende is honest, kind, and a true team player. She has the best work ethic. Susana is an asset to any organization."

April 14, 2008

*Tess Brady, Marketing Account Executive and Trainer*  
[Attorneys' Title Insurance Fund](#)

"I am very happy to give a positive recommendation for Susana Rosende of Write Way Designs, Inc. Susana has been writing mortgage and real estate articles for me as a consultant over the last two years. Her writing has always been professional, interesting and on-target."

"Whether she had to pick a topic or I assigned one for her to research, she always came through. She has also shown a lot of flexibility by being able to translate our content to Spanish. Her translations have been excellent." September 10, 2007

*Michael Lutz, President*  
[Web Designers of Orlando, Inc.](#)  
[LoansInteractive.com](#)

"Susana has written technical manuals for our software products. She works to thoroughly understand the system before writing, and her style is concise and well-written. Susana has also written and illustrated for a company newsletter. She is creative in her efforts, always willing to learn, and I recommend her."

June 7, 2007

*Kirk Gagnon, Senior Analyst/Supervisor, Colleague*  
[Attorneys' Title Insurance Fund](#)

"Susana is detailed oriented and does great work.  
Her top qualities are: Great Results, Personable, and High Integrity."

April 17, 2007

*Ivan Izquierdo, Senior Software Quality Assurance Analyst*  
[Attorneys' Title Insurance Fund](#)

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"Susana is a dependable and hardworking person. I strongly recommend her."  
April 15, 2007

*Sebastian Valley, Senior Programmer/Analyst*  
[Attorneys' Title Insurance Fund](#)

"Susana was a student in several of my technical communication courses over a decade ago. We've kept in touch over the years. She has excellent writing and editing skills as well as excellent interpersonal skills. She can be relied on to meet deadlines and to deliver a quality product. I highly recommend her."  
April 10, 2007

*Dr. Dan Jones, Professor of English*  
[University of Central Florida](#)

"Susana is a professional. When documenting a new software program or encountering change she makes the appropriate inquiries to confirm a well-rounded understanding so she can assist others with the documentation generated to support those programs or changes.

She is also a creative and accomplished artist. I have viewed her drawings around the office and have come across them being used in company publications."  
July 1, 2006

*Terry Fallon, User and Integration Tester II*  
[Attorneys' Title Insurance Fund](#)

"Before I left the state for another position, I was Susana's supervisor at Attorneys' Title Insurance Fund. Susana is a thorough, accomplished designer and writer, willing to take on any assignment, no matter how complex or varied, with enthusiasm and professionalism."  
May 18, 2006

*Judith A. Alamia, Development Analyst*  
[Sunquest Information Systems, Inc.](#)