

Dear Hiring Manager,

I hold a BA in English/Technical Communication from the University of Central Florida (UCF) with a minor in Visual Arts, and almost two decades of experience in technical writing and editing, mostly as a Senior Technical Writer in IT. I am also a member of the Society for Technical Communication (STC), the IEEE Professional Communications Society (PCS), and The Content Wrangler Community. Additionally, I have over ten years experience both managing a Technical Publications department as well as a freelance communications company offering technical, creative, and editorial services at Write Way Designs, Inc. at [www.writewaydesigns.com](http://www.writewaydesigns.com).

I am skilled in writing and designing end-user software manuals, online help, Web content, Web help, training guides, installation guides, white papers, proposals, presentations, and reports using Adobe Creative Suite, FrameMaker, Acrobat, Photoshop, RoboHELP, Dreamweaver, HTML, XML, DHTML, CSS, Javascript, FullShot, SnagIt, Project, SharePoint, and Microsoft Office Professional.

In addition to technical prowess, I am an excellent communicator, writer, designer, and leader. I have worked on small, medium, and enterprise-wide projects as a writer, editor, designer, software tester, and documentation supervisor. I am creative and fully conversant with many development and communications methodologies and understand the need to weigh process against productivity. I foster inter-team communications and help enable my team and project to succeed.

My goal is to work full-time with good and productive teams on interesting and engaging projects as a Communications/Documentation/Technical Publications/Art Director or Manager, or Senior Technical Writer/Editor/Instructional Designer/Copy Writer/Technical Recruiter. I greatly enjoy helping teams succeed in meeting their deadlines for deliverables.

I am immediately available for the right full-time opportunity, in or from the Orlando, Florida area. Please offer details about your management style and structure, as I am particularly interested in flat hierarchies, contact with senior management, and flex-time including telecommuting.

Please review my resume, and if you have a suitable full-time and/or freelance opportunity, please contact me at your earliest convenience for an interview.

Thank you for your time and consideration.

Sincerely,

Susana Maria Rosende  
407-670-9554

[susana@writewaydesigns.com](mailto:susana@writewaydesigns.com)

[www.writewaydesigns.com/resume.html](http://www.writewaydesigns.com/resume.html)

[www.writewaydesigns.com](http://www.writewaydesigns.com)

[www.linkedin.com/in/writewaydesigns](http://www.linkedin.com/in/writewaydesigns)

# RESUME

## Objective:

To use skills and experience to pursue one of the following positions in the Orlando, Florida area or as a telecommuter from Orlando:

- Communications/Documentation/Technical Publications/Art Director or Manager
- Senior Technical Writer/Instructional Designer/Editor/Copy Writer/Web Author/English-Spanish Translator
- Technical Recruiter

Also available for part-time or contract work through freelance business, Write Way Designs at [www.writewaydesigns.com](http://www.writewaydesigns.com)

## Skills:

- Manager, supervisor, leader, resourceful, creative, self-starter, team player
- CMMI, ISO 9001, Information Mapping, APA, ADDIE, MILT-STD
- Adobe: Acrobat, FrameMaker, Dreamweaver, RoboHELP, PhotoShop
- HTML, XHTML, CSS
- Microsoft: Word, PowerPoint, Front Page, Excel, Project, Outlook, Publisher, Visio, SharePoint
- Open Office: Writer, Math, Calc, Draw
- Gimp
- Inbit FullShot and SnagIt
- Comfortable in Web, Windows, Mac, Linux, AS/400, Mainframe, OS/2, .Net, Client-server, and Legacy environments
- Software development life cycle (SDLC), from business analysis, requirements definition, UML generation, and documentation; to unit testing, acceptance testing, deployment and maintenance
- Experienced in creating white papers, end-user guides, online help, training manuals, installation guides, hardware manuals, proposals, presentations, technical reports, Internet, Extranet, and Intranet websites and content, procedure manuals, newsletters, brochures, Web graphics, websites, business logos, cartoons, caricatures, illustrations, murals, photography, English/Spanish technical translation, articles, and newsletters
- Bilingual English/Spanish with extensive translation experience
- Experienced cartoonist, artist, and designer
- B.A. in English/Technical Communication from University of Central Florida
- Pursued Web Programming and Digital Design classes at Valencia Community College and Seminole County College, Orlando, FL, including Introduction to XML, Visual Basic, ASP.net, C#

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- Pursued courses in English Literature, Creative Writing, Expository Writing, Art History, and Visual Arts (including drawing and painting at Rutgers Mason Gross School of the Arts) at Rutgers, the State University of New Jersey, in New Brunswick, NJ

## Experience:

President

Write Way Designs, Inc., (communications company), Orlando, FL

January 1997 - Present

- Senior Technical Writer writing, editing, and maintaining proposals, policies and procedures, technical reports, end-user software and hardware manuals, operator manuals, training guides, tutorials, online help, context-sensitive help, testing and technical specifications, installation guides, articles, white papers, blogs, newsletters, website content and design, e-books, marketing copy for e-commerce websites, logo and graphic design, illustration, photography and photo editing, and cartoons, as well as translating technical documentation to Spanish
- Researched, wrote, edited, and translated (English/Spanish) real estate and mortgage articles and Web content, using Microsoft Word and HTML
- Wrote end-user software and hardware manuals, online help, and training guides and materials
- Gathered business requirements and documented them in a language understood by both IT and the business teams
- Built use cases, including documenting process flows, business rules, tasking, notifications, and articulating overall functionality needed by the business
- Used established methodologies in all stages of the instructional design process, including needs assessment, analysis, design, development, implementation, and evaluation (ADDIE)
- Used knowledge of Web-based applications developed using the Microsoft Development Life Cycle and Microsoft tools such as C#, ASP, and XML
- Wrote, updated, and translated (English/Spanish) employee handbooks using Microsoft Word and Adobe FrameMaker, Photoshop, and Acrobat
- Edited an online curriculum using HTML, Adobe Photoshop, and Macromedia Dreamweaver
- Edited HTML, CSS, and Javascript code and content in Macromedia Dreamweaver for Resume Portfolio websites
- Wrote, edited, and proofread Resumes
- Tutored Chinese immigrant high school student in English, Spanish, and writing
- Created black and white head shots and color portrait photography
- Photographed a church wedding, the reception, and portraits of the wedding party
- Proofread term papers, reports, applications, and resumes for high school and college students
- Designed personal and small business websites, business logos, and graphics

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- Created original photography, cartoons, and designs for t-shirts, mouse pads, mugs, and other products for home and office
- Created illustrations, cartoons, and murals for newsletters and events
- Using Adobe Creative Suite including FrameMaker, Acrobat, Photoshop, Dreamweaver, RoboHELP; Microsoft Office Professional, including Word, PowerPoint, Excel, Outlook, Project, Visio, and also Microsoft Project Server; Open Office Suite, including Writer and Draw; Gimp; Inbit FullShot; SnagIt.

## Full-Time Contract Technical Writer

Lockheed Martin Department of Simulation, Training, and Support, Orlando, FL  
August 2008 – (through December 2008)

- Wrote and maintained technical operator and training manuals for the simulation tools used in military exercises in an onsite, deadline-driven Technical Publications department
- Used MILT-STD
- Used Microsoft Word 2003, Adobe Structured FrameMaker 8, Adobe PhotoShop, Microsoft Photo Editor, and Arbortext Editor.

## Part-Time Contract Copy Writer

Tots N Style, Inc., (e-commerce)  
August 2008 - Present

- Wrote online descriptions for children's upscale fashion clothing in a virtual, deadline-driven environment
- Used [www.Flickr.com](http://www.Flickr.com), email, and [www.PayPal.com](http://www.PayPal.com)

## Part-Time Contract Copy Writer

Loans Interactive, (mortgage industry)  
August 2008 - Present

- Wrote online articles for mortgage websites
- Used Microsoft Word 2003, email, and [www.PayPal.com](http://www.PayPal.com)

## Documentation Specialist

Wyndham Vacation Ownership, (hospitality industry), Orlando, FL  
February 2008 - July 2008

- Documented and maintained policies and procedures in SharePoint for contact center employees and trainers in the fluid, fast-paced, and intensely deadline-driven Learning & Development department
- Used Adobe Creative Suite CS3, Microsoft Office Professional, Microsoft SharePoint and Project, SnagIt, Mainframe

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Technical Publications Supervisor  
Attorneys' Title Insurance Fund, (title insurance), Orlando, FL  
August 1997 - February 2008

- Managed a Technical Publications department,
- Planned, organized, designed, wrote, and edited end-user software manuals, training guides, installation guides online help systems, Web content, reference manuals, and procedures documentation
- Trained clients on how to use the online help in the real estate closing software, new writers on company standards and templates, and contractors on how to use Adobe Acrobat and HTML
- Managed employee time cards, assigned writing projects, and wrote performance appraisals
- Recruited, interviewed, and screened applicants
- Mentored University of Central Florida Co-op Technical Communication Students
- Planned department budget for training and software upgrades
- Interviewed subject matter experts for relevant technical input
- Coordinated document layout and organization
- Developed documentation schedules and assignments
- Learned and implemented new methodologies
- Attended workshops, training, and classes to keep abreast of trends and tools in technical communications
- Attended Leadership training, seminars, and workshops to continually improve management skills
- Wrote articles and illustrated division newsletters
- Created cartoons, caricatures, and murals for company-sponsored events software tested Web-based, client-server, and QA Mainframe applications
- Used Adobe Creative Suite, including FrameMaker, Acrobat, Dreamweaver, InDesign, and Photoshop; HTML, DHTML, XHTML, CSS; Inbit FullShot, Visio, Microsoft Office Professional, including Project, Word, Excel, Outlook, Visio, SharePoint, and PowerPoint.

Senior Technical Writer  
Phoenix International, (banking software), Heathrow, FL  
1996 - 1997

- As part of a technical writing team, created online help systems and reference manuals
- Designed original toolbar buttons for the banking software
- Wrote and edited technical bulletins, white papers, software manuals, business use cases, and reports

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- Distributed software and accompanying documentation by burning software CDs, designing CD covers, and posting Intranet content
- QA-tested banking software applications
- Used HTML, Adobe Acrobat, Corel Draw, FrameMaker, Word 7.0 for Win 95, Resource Workshop, and RoboHELP

## Technical Writer

John H. Harland Corporation, (banking software), Orlando and Tampa, FL  
1995 - 1996

- Created an online help system
- Worked with Graphic Artists, Programmers, Testers, and Subject Matter Experts to develop end user documentation
- QA-tested both Visual FoxPro and OS/2-based banking software applications
- Created technical specification documentation, gathered business requirements, and created use cases
- Created end-user manuals for each Windows 95-based and OS/2-based desktop database marketing systems
- Used Word 7.0 for Win 95, WordPerfect 6.0 for Windows 3.1, PM Camera, RoboHELP, Book Builder online help software for OS/2 systems, PageMaker, and myriad in-house software products

## Contract Technical Translator

Fiserv, (banking software), Orlando, FL  
1993 - 1995

- With a translation team, created an English/Spanish dictionary that encompassed technical and financial terms
- Translated end-user banking software user manuals, training guides, software screens, and presentations from English to Spanish
- Used Word for the Macintosh, Word 6.0 for Windows 3.1, Power Point, and Globalink Translation software for the AS/400

## Documentation Specialist

Brown and Caldwell, (environmental engineering), Orlando, FL  
1991 - 1993

- Edited and formatted proposals, presentations, and technical reports in a fast-paced environment
- Translated correspondence for international clients from English to Spanish and Spanish to English
- Used WordPerfect 5.0 for DOS, and PageMaker

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UCF Co-op/Contract Technical Writer  
Greater Orlando Aviation Authority, (government agency), Orlando, FL  
1990 - 1991

- Together with a fellow technical writer, researched, wrote, designed, printed, and published the "Greater Orlando Aviation Authority Policy and Procedure Manual,"
- Used Microsoft Word, PageMaker, and Harvard Graphics

## Education:

\* B.A. English/Technical Communication 1991  
University of Central Florida, Orlando, Florida

\* Double-Major of English and Visual Arts  
Rutgers University, New Brunswick, New Jersey  
Rutgers College and Mason Gross School of the Arts 1984-1987

## Technical Courses:

- Advanced HTML, DHTML, CSS  
New Horizons Computer Learning Center, Orlando, Florida 2002, 2007
- Advanced Microsoft Project  
New Horizons Computer Learning Center, Orlando, Florida 2007
- Intro to C#  
Seminole Community College, Lake Mary, Florida Fall 2005
- Intro to Web Programming, XML, Visual Basic, ASP  
Valencia Community College, Orlando, Florida 2002-2003
- Advanced Adobe FrameMaker and Acrobat  
Koster and Associates, Orlando, Florida 2005
- Photography 1 and 2  
Crealde School of Art 2004
- Intro to Macromedia Dreamweaver and Advanced Macromedia Dreamweaver  
New Horizons Computer Learning Center, Orlando, Florida 2003
- Adobe Photoshop and Illustrator  
Koster and Associates, Melbourne, Florida 2003

## Memberships:

- Write Way Designs, Inc. (freelance/part-time communications company at writewaydesigns.com)
- Society for Technical Communication (STC) Orlando Chapter
- IEEE Professional Communications Society (PCS)
- Editorial Freelancers Association (EFA)
- University of Central Florida Alumni Association
- Linked In.com
- Women For Hire
- HTML Writers Guild (HWG)
- International Webmasters Association (IWA)