# Susana Maria Rosende

Dear Hiring Manager:

I am a member of the Society for Technical Communication (STC) and the IEEE Professional Communications Society (PCS) and hold a B.A. in English/Technical Communication from the University of Central Florida (UCF). I also have over 17 years experience in technical writing and editing, the last ten in the IT division of a title insurance company, as the Technical Publications Supervisor of a team of writers and editors.

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 including FrameMaker, Acrobat, Photoshop, Dreamweaver, InDesign, and Fireworks, HTML, XML, DHTML, CSS, and JavaScript, 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 or Documentation Manager, Art Director, Technical Publications Supervisor or other senior level position. I greatly enjoy helping teams succeed in meeting their deadlines for deliverables.

I am available for part-time/telecommuting work, and full-time for the right opportunity in Orlando, Florida. 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
Write Way Designs, Inc.
2708 Tannery Court
407-492-6572
Orlando, FL 32817-1738
susana@writewaydesigns.com
www.writewaydesigns.com/RosendeResume.htm
www.writewaydesigns.com
www.linkedin.com/in/writewaydesigns

# Susana Maria Rosende

## R E S U M E

**OBJECTIVE:**

To use skills and experience to pursue the position of Communications, Documentation, Publications, or Copy Director, Manager, or Supervisor, or else that of Senior Technical Writer/Editor/Web Author with room for professional growth, in the Greater Orlando Area, or as a telecommuter from Orlando, Florida.

Also available for part-time or contract writing, editing, Web design, translation (English/Spanish) and illustration through freelance communications business, Write Way Designs, Inc. at www.writewaydesigns.com.

**SKILLS:**

- Adobe Creative Suite, including Acrobat, FrameMaker, Dreamweaver, RoboHELP, PhotoShop,

- HTML, DHTML, XHTML, CSS,

- Microsoft Office Professional, including Word, PowerPoint, Front Page, Excel, Project, Outlook, Publisher, and Visio,

- Inbit FullShot,

- Web, Windows, Mac, Linux, AS/400, Mainframe, OS/2, Macintosh, .Net, Client-server environments,

- 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, articles, copy, test scripts, business use cases, and technical specifications,

- Resourceful, creative, self-starter, leader, team player, supervisor, bilingual English/Spanish,

- B.A. in English/Technical Communication from University of Central Florida,

- Pursuing Web Programming and Digital Design classes part-time at Valencia Community College and Seminole County College, including Introduction to XML, Visual Basic, ASP.net, and C#.

**EXPERIENCE:**

**Technical Publications Supervisor**
Attorneys' Title Insurance Fund, Orlando, FL
1997 to Present

- Promoted from Senior Technical Writer to hands-on Technical Publications Supervisor in 2000,

- 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,

- Supervised writers and editors, 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 (including ISO 9000, Information Mapping, and ADDIE),

- 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,

- QA tested applications in Web-based (.Net, JAVA), Windows (PowerBuilder), and Mainframe (COBOL) environments.

- Used Adobe Creative Suite, including FrameMaker, Acrobat, Dreamweaver, InDesign, and Photoshop; HTML, DHTML, XHTML, CSS; Inbit FullShot; Microsoft Office Professional, including Project, Word, Excel, Outlook, PowerPoint, Publisher, and Visio.

**President**
Write Way Designs, Inc., Orlando, FL
1997 to Present

- Researched, wrote, edited, and translated (English/Spanish), real estate and mortgage articles and Web content, using Microsoft Word and HTML,

- Gathered business requirements and documented them in a language understood by both the IT and business teams,

- Built use cases, including documenting process flows,  business rules, tasking, and notifications, articulating the 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.net, and XML,

- Wrote, updated, and translated (English/Spanish) employee handbooks using Microsoft Word and Adobe FrameMaker, Photoshop, and Acrobat,

- Edited the Online Orange County High School curriculum using HTML, Microsoft Word, Adobe Photoshop, and 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 and Spanish grammar,

- Created black and white head shots and color portrait photography of children and pets,

- Photographed church weddings, receptions, and  wedding parties,

- Proofread term papers, reports, applications, and resumes for high school and college students,

- Designed personal and small business websites, business logos, and graphics, illustrations and murals for newsletters and events, as well as original T-shirt designs for online shops,

- Used Adobe Creative Suite, including FrameMaker, Acrobat, Dreamweaver, InDesign, and Photoshop; HTML, DHTML, XHTML, CSS; Open Office Suite, including Write, Draw, Math, Calc; Gimp; Inbit FullShot; Microsoft Office Professional, including Word, Project, Excel, Outlook, PowerPoint, FrontPage, Visio.

**Senior Technical Writer**
Phoenix International, Heathrow, FL
1996 to 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,

- Distributed software and accompanying documentation by burning software CDs, designing CD covers, and posting Intranet content,

- Performed usability acceptance testing and quality assurance testing on the 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,
Orlando and Tampa, FL
1995 to 1996

- Created an online help system,

- Worked with Graphic Artists, Technical Writers and Editors, 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 and training guides for both 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.

**Technical Translator**

Fiserv, Orlando, FL

1993 to 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, PowerPoint, and Globalink Translation software for the AS/400.

**Documentation Specialist**

Brown and Caldwell Environmental Engineering, Orlando, FL

1991 to 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.

**Technical Writer**

Greater Orlando Aviation Authority, Orlando, FL

1990 to 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, Corel Draw, 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
Attended 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),

- The Society for Technical Communication (STC) Orlando Chapter,

- IEEE, the world's leading professional association for the advancement of technology,

- IEEE Professional Communications Society (PCS),

- Tech Republic,

- University of Central Florida Alumni Association,

- Linked In.com,

- Women For Hire,

- HTML Writers Guild (HWG) ,

- International Webmasters Association (IWA) ,

- Orlando Museum of Art,

- Crealde School of Art,

- Writing.com Moderator,

- Member of the writer/author/artist/designer community of  Central Florida, publishing articles, business and technical documentation, Web content, essays, poetry, illustrations, photography, and creative short stories for local and national IT industry, news, and literary magazines, blogs, and e-zines.

- Volunteer for fundraising efforts for the following causes and charities:
    - American Diabetes Association of Central Florida,
    - American Lung Association (Asthma Walk) of Central Florida,
    - March of Dimes, specifically for Congenital Diaphragmatic Hernia,
    - CHERUBS – Support group for families of children born with Congenital Diaphragmatic Hernia,
    - The Humane Society,
    - Organizations that protect survivors of domestic violence.