Susana M. Rosende
(407) 670-9554
Susana@writewaydesigns.com
http://www.writewaydesigns.com

Summary of Qualifications

- Senior Technical Writer with extensive experience in writing and editing software and hardware end-user manuals, online help, simulation and training guides, tutorials, white papers, reports, e-learning curriculum, operation and maintenance (O & M) manuals, Interactive Electronic Technical Manuals (IETMs) , website content, blogs, resumes, policies and procedures, proposals, and product descriptions for e-Commerce sites
- Ten years Technical Publications and Communications Manager experience
- Strong English grammar skills for clear, concise, and detail-oriented writing
- Secret Security Clearance with extensive technical writing and technical editing experience for the Department of Defense
- Proficient in Adobe Creative Suite, Microsoft Office Professional, open source software, and myriad desktop publishing, graphics, and website publishing software, including FrameMaker, Acrobat Professional, Photoshop, Dreamweaver, Evolution, RoboHELP, Word, SharePoint, Excel, PowerPoint, Visio, Writer, Gimp, ClearQuest, XLP, Arbortext Editor, FileZilla, Vim, XML, Notepad ++, Firebug
- Reliable, creative, self-starting team player and leader with excellent research and communication skills
- ADDIE, CMMI, ISO-9001, SCORM, S1000D, Information Mapping, MIL-STD MIL-STD-40051-1, MIL-STD-40051-2, MIL-STD-2361B, MIL-STD 38784, and MIL-HDBK-1222C, APA, DoD and DoD Components Regulatory Documents, Contract Data Requirements List (CDRL) for the Army, Navy, Air Force, and Marines
- One decade managing a freelance communications business at www.writewaydesigns.com
- Consistent delivery of accurate, user-friendly documentation on time and within budget
- Comfortable in Windows, Web, Mac, OS/2, Mainframe, and Linux environments
- Bilingual English/Spanish with extensive experience in technical translation, interpretation, training, and tutoring

TECHNICAL EXPERIENCE

Adobe FrameMaker, Adobe Acrobat Professional, Adobe PhotoShop, Adobe Dreamweaver, Adobe RoboHELP, Microsoft SharePoint, Microsoft PowerPoint, FullShot, Microsoft Visio, Microsoft Project, SnagIt, Microsoft Word, Microsoft Excel, Microsoft Project, HTML, CSS, (X)HTML, Evolution, XLP, VIM, Notepad ++, Firebug, FileZilla, Open Office Writer and Draw, Gimp

PROFESSIONAL EXPERIENCE

Senior Product Information Analyst/Senior Technical Writer
L-3 Communications
Patrick Air Force Base, Florida (December 2009 – Present)

- Secret Security Clearance
- Documented technical orders for sustainment logistics of USAF Launch and Test Range (LTRS) equipment on the Spacelift Range System Contract (SLRSC), including delivering effective and sustainable systems to launch ranges at Cape Canaveral Air Force Station, Kennedy Space Center, Vandenberg Air Force Base, and a number of remote locations
- Followed SCORM, S1000D, MIL-STD 38784
- Developed, sustained, and managed LTRS technical manuals on SLRSC contract for the program's technical manual development and ongoing initiatives for L-3 in the aerospace and defense industry
- Developed, sustained, and distributed USAF technical manuals for seismic, communications, and remote power systems.
- Worked closely with design engineers, technicians, government representatives, and USAF personnel to develop technical content
- Used Structured and Unstructured Adobe FrameMaker 8, Acrobat Professional, CS4 Illustrator, Microsoft Word 2007, Microsoft Excel, and Arbortext Editor

President/Freelance Writer/Designer
Write Way Designs, Inc. www.writewaydesigns.com
Orlando, Florida (Freelance January 1997- Present)

- Wrote, edited, and maintained proposals, policies and procedures, technical reports, end-user software and hardware manuals, operator manuals, training guides, tutorials, online help, context-sensitive help, technical specifications installation guides, articles, white papers, blogs, newsletters, website content and design, e-books, marketing copy for e-

commerce websites; usability and regression testing of software applications; logo and graphic design, illustration, photography, photo editing, and cartoons; and translating technical documentation to Spanish

- Gathered business requirements and documented content in a language understood by both IT and business teams
- Developed use cases, including documenting process flows, business rules, tasking, notifications, and articulated overall functionality
- Followed established methodologies in all stages of the instructional design process, including needs assessment, analysis, design, development, implementation, and evaluation (ADDIE)
- Followed ADDIE, CMMI, ISO-9001, SCORM, Information Mapping, MIL-STD MIL-STD-40051-1, MIL-STD-40051-2, MIL-STD-2361B, and MIL-HDBK-1222C, APA, and Contract Data Requirements List (CDRL)
- Wrote and translated (English/Spanish) commercial and residential real estate articles for a mortgage software website
- Trained clients on how to use Microsoft Word, Windows 7, and HTML

QA Editor
Carley Corporation www.carleycorp.com
Orlando, Florida (March 2009-August 2009)

- Proofread, spot checked, and edited e-learning curriculum, operation and maintenance (O & M) manuals, and Interactive Electronic Technical Manuals (IETMs) for the military
- Used Evolution, SharePoint, Dreamweaver, XHTML, HTML, XLP, XML, and myriad in-house products
- Followed MIL-STD, SCORM, Contract Data Requirements List (CDRL) for the Army, Navy, Air Force, and Marines, and other established methodologies and standards of both the military and the instructional design process, including needs assessment, analysis, design, development, implementation, and evaluation (ADDIE)
- Coordinated efforts and schedules with programmers, graphic artists, project managers, instructional designers, and quality assurance editors

Contract Senior Technical Writer/Business Analyst
iGPS www.iGPS.net
Orlando, Florida (February 2009-March 2009)

- Wrote business requirements, use cases, test scripts, process flows, training guides, and user manuals
- Tested Mainframe, Web, and Windows-based software
- Used Microsoft Office Professional, Visual Studio, and myriad open source desktop publishing and graphics applications for Windows XP

Contract Senior Technical Writer
Lockheed Martin Department of Simulation, Training, and Support www.lockheedmartin.com
Orlando, Florida, (August 2008 – November 2008)

- Wrote and maintained Interactive Electronic Technical Manuals (IETMs) and operation and maintenance (O & M) manuals for simulation tools used in military exercises
- Followed MIL-STD-40051-1, MIL-STD-40051-2, MIL-STD-2361B, and MIL-HDBK-1222C, and the Contract Data Requirements List (CDRL) for the Army, Navy, Air Force, and Marines
- Used Microsoft Word 2003, Adobe Structured FrameMaker 8, Adobe PhotoShop, Microsoft Photo Editor, ClearQuest, XML, and Arbortext Editor

Documentation Specialist
Wyndham Vacation Ownership, (timeshare division)   www.wyndhamworldwide.com
Orlando, Florida, (February 2008 - July 2008)

- In the Timeshare Division, documented and maintained policies and procedures in SharePoint for Contact Center employees and trainers in the Learning & Development department
- Coordinated efforts with the Communications, Knowledge Management, and Legal departments
- Used Adobe Creative Suite CS3, Microsoft Office Professional, Microsoft SharePoint and Project, SnagIt, Mainframe, HTML, XHTML, and CSS

Technical Publications Supervisor
Attorneys' Title Insurance Fund, Inc. www.thefund.com
Orlando, Florida (August 1997 – February 2008)

- Saved division 25% by implementing PDFs for distribution to replace printing, binding, and shipping documentation
- Promoted from Senior Technical Writer to Technical Publications Supervisor in 2000

- Effectively managed and coordinated project schedules, assignments, timecards, performance appraisals, training, and budget
- Provided final signoff approval for documentation from the Technical Publications Department
- Provided leadership as Lead Writer and Editor for external and internal end-user software manuals, training guides and materials, installation guides, online help
- Coordinated documentation schedules with project managers, test teams, help desk teams, and Legal counsel
- Successfully troubleshooted issues with FrameMaker files and Adobe Acrobat PDFs
- Created end-user software documentation, policies and procedures, and training guides
- Trained contractors on department standards and clients and contractors on how to use online help, Dreamweaver, and HTML
- Attended in-house training to enhance managerial skills and technical knowledge of internal and customer applications.
- Wrote, submitted and edited articles to the company newsletters
- Provided editorial feedback for letters, memo and other IS documentation
- QA software tested Web, Windows, and Mainframe software applications

Senior Technical Writer (banking software)
 Phoenix International, Heathrow, Florida, (1996 – 1997) (acquired by London Bridge Software Holding in 02/2001)
John H. Harland Corporation, Orlando and Tampa, Florida, (1995 – 1996) www.harlandfinancialsolutions.com

- Created online help, end-user software manuals, and training guides and materials
- Wrote and edited white papers, use cases, technical bulletins, reports, and training materials
- Conducted usability and migration testing of software applications and documentation in collaboration with engineers, graphic designers, and other writers
- Designed software tool buttons and help layout
- Wrote Style Guides for departments
- Interviewed customers and subject matter experts for audience analysis

Contract Technical Translator
Fiserv (banking software)
Orlando, Florida, (1993 –1995) http://fiserv.com

- Together with translation team created a standard Technical Spanish Glossary
- Translated end-user software manuals, software screens, reports, and presentations from English to Spanish

Proposals Specialist
Brown &Caldwell Environmental Engineering
Orlando, Florida (1991-1993) www.brownandcaldwell.com

- Edited, formatted, and maintained proposals
- Wrote and maintained reports
- Translated proposals and letters for international clients

UCF Co-Op Technical Writer Intern
Greater Orlando Aviation Authority
Orlando, Florida (1990-1991) www.orlandoairports.net

- Researched, wrote and maintained policies and procedures

EDUCATION AND TRAINING

University of Central Florida, Orlando, FL, **Bachelor of Arts in English/Technical Communication**, Dean's List Jr/Sr years
www.ucf.edu

Rollins College Crummer Graduate School of Business **MBA classes www.rollins.edu**

Valencia Community College and Seminole County College, Orlando and Sanford, FL www.valenciacc.edu and www.scc-fl.edu/
Web Programming and Digital Design classes, including XML, C#, Visual Basic.net, ASP.net, Flash

Rutgers University, New Brunswick, NJ, **Double Major of English and Art www.rutgers.edu**

The Joy Group **Leadership Training for Managers and Supervisors www.thejoygroup.com**

Koster Associates, Adobe Certified Training Provider, Melbourne, Florida
Advanced Adobe FrameMaker, Acrobat Professional, and Illustrator

New Horizons, Maitland, Florida www.newhorizons.com
Adobe Dreamweaver, Microsoft Excel, HTML I and II, Microsoft Project

IBM Rationale **Test Software Training http://www-01.ibm.com/software/rational/education**

PROFESSIONAL AFFILIATIONS AND NETWORKING

National Management Association (NMA) Officer SLRSC Chapter # 225, Patrick Air Force Base www.nma.org
Society for Technical Communication, Orlando Chapter www.stc.org
IEEE Professional Communications Society www.ewh.ieee.org/soc/pcs
University of Central Florida Alumni Association www.alumni.ucf.edu
The Content Wrangler Community www.facebook.com/group.php?gid=7699694733
Linkedin www.linkedin.com/in/writewaydesigns
Facebook www.facebook.com/**write.way.designs**
Twitter www.twitter.com/writewaydesigns
Write Way Designs www.writewaydesigns.com