

Lin Laurie

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Technical Communicator, Instructional Designer, and Trainer

A broadly experienced contributor with expertise in requirements gathering, analysis, training, and documentation, usability and user experience, and all phases of the development life cycle. Demonstrated success in communication, leadership, interdepartmental team coordination, and process-focused documentation. Excellent analytical, technical, writing, and communication skills demonstrated in interactions with stakeholders, end users, and the developers. A fast learner on new systems and technologies with a thorough understanding of project management concepts.

Industry Experience and Tools

Software Tools

- Captivate*
- Lectora
- Outstart Train*
- ViewletBuilder
- PhotoShop
- RoboHelp*
- FrameMaker
- CS3 Flash & Fireworks
- Articulate

Web Authoring

- HTML/CSS
- Home Site
- DreamWeaver*

Other Software

- SharePoint Designer
- MS Project
- Crystal Reports
- ERP – JDE One World
- Hyperion
- SCRUMWorks
- Agile
- Webex & GoToMeeting
- Visual Studio
- LMS – Plateau
- CRM - Salesforce.com
- QuickBooks
- Flypaper

Industry Experience

- DOD – Army and Navy
- Biotech/Medical
- Accounting
- Software Product Lifecycle
- Telecommunications
- Defense Contractors
- Manufacturing
- Software (web, retail, other)
- Web-based Applications

Writing Experience

- SDK and API
- User Guides
- Collateral Materials

Programming Languages

- JavaScript & Actionscript
- XML
- C, C++, C#
- Visual Basic v.4-6
- MS Access
- RPG II-IV
- Visio/SQL interactivity

Deliverables

- Project plans
- Doc Design Plans
- Functional Specs
- Needs Analysis

* Certified to train on this tool.

Professional Experience

Intuit, Corporation, San Diego, CA

05-2010 to 01-2011

Technical Learning Program Manager/Contract

Worked in technical training and development with vendors to define, design, customize, and schedule technical courses relevant to engineers, architects, and others. Worked with engineering SMEs to develop internal training offerings. Currently developing operations training for new data center migration and use. Work on SharePoint site to add new offerings, modify pages, and add new functionality. Used skills in video editing, HTML, and other web development tools to modify Webex presentations and to create new courses. Worked with vendors in the social learning and collaborative tools areas to improve offerings that will engage software engineers and promote productivity. Developed online help file of acronyms and terms using RoboHelp. Created and edited wikis to give easy access to new documentation.

Contractor, San Diego, CA

2009-2010

Project Manager/Instructional Designer/Technical Communicator

Performed as a project manager, technical communicator, and instructional designer at several high tech companies:

Microsoft – Developed technical documentation for their TechNet and MSDN groups.

- Materials included current and future technologies. Provided original writing and solid technical input into revision comments. Writing focus is either product oriented, feature specific, or process-based, depending on project. Topics included:

- Global business technologies
- Mobile technologies
- IT security

SAIC – Led a group of 4 trainers to produce accounting training. Created a work process that allowed our group to create 23 courses in eight weeks. Tracked project resources including budget, time, and course production, scheduled resources, and also worked on production of deliverables. Also worked on their service catalog training for change, incident, configuration, and other ITIL management.

Univar – Developed training projects for a global chemical company. Writing learning materials for a project to update their accounting, distribution, warehouse, and pricing systems. Tools include Captivate, Articulate, Word, PhotoShop, PowerPoint, and more.

LawLifeOnline – Manage a team of three people developing a functional specification for a new web product involving technical needs of law enforcement, global communications, and social needs of officers.

Contractor, San Diego, CA

2008-2010

Senior Trainer/Instructional Designer/Technical Communicator

Performed as a senior-level technical instructional designer, developing technical training, accounting training, and other computer-based training. Created online training classes using Captivate, PowerPoint, PhotoShop, Articulate, SharePoint Designer, CSS, and other tools.

- Authored training guides, PPT presentations, and other materials to support:
 - Led a team of 4 trainers to develop materials to train new employees of an accounting group in SAIC. Deliverables included 23 PPT courses. Updated schedules, tracked the project resources, and provided feedback to management
 - Designed and authored materials for a large chemical company's upgrade to their accounting, purchasing, sales, and warehouse systems.
- Edited technical materials about current and future technologies for Microsoft to publish on their TechNet and MSDN sites. Provided solid technical input into revision comments.
 - Edited materials on global business technologies
 - Edited materials on mobile technologies

Intuit Corporation, San Diego, CA

2007-2008

Senior Trainer/Instructional Designer/Technical Communicator

Performed as a senior-level technical instructional designer, developing needs assessment and requirements design documentation across functional groups and business units. Created online training classes using Captivate, PhotoShop, Premier, SharePoint Designer, CSS, and other tools.

- Authored online help, online tour, and other training for a new developer community using SharePoint Designer. This MS SharePoint-based server (MOSS) application was created to foster W2 web services and to promote developer productivity, social interaction, and as a document and code repository.
 - Assisted in developing training, communications, and best practice strategies for migration of large bodies of knowledge to SharePoint portals.
 - Assisted in administering, creating new pages, adding and updating web parts, updating the master styles using CSS, and other misc. tasks.
 - Created training and procedural online help using RoboHelp.
 - Performed usability testing, wrote use cases, facilitated UI forums, updated wiki pages, and helped track bugs and feature requirements.
 - Used InfoPath forms services to create and implement user-friendly forms.

- Developed new processes for creating very technical training content by reducing the need for SME time in both the development and implementation phases.
- Worked with SMEs to develop training for technology needs.
- Dealt with challenges to meet onboarding needs of new customers to complex technology by creating work flow diagrams, training courses, e-learning, online help systems, webinars, and more.
- Facilitated 3-day technical conferences in Waltham and San Diego to promote a customized IT platform that business units were to use in rapid building of new business offerings.
- Facilitated and recorded training using a digital camcorder and editing content with Adobe Premier.

Past Contract Work – Seattle and San Diego

2005-2007

***Project Manager, Trainer, Technical Writer, and Instructional and UI Designer
Qualcomm, SAIC, Avery-Dennison, Memec, Vopak Univar, and Microsoft***

Notable responsibilities included:

- Acted as a senior-level instructional designer, trainer, and/or technical writer for several high-tech companies. Developed UIs, RIA prototypes, and many other application front ends designed to run on the web. Updated Learning Management Systems (LMS) with new content and schedules.
- Created web-based training, user interface, web sites, and documentation using Captivate, ViewletBuilder, Lectora, Train, RoboHelp, FrameMaker, PhotoShop, DreamWeaver, and other tools.
- Acted as a SharePoint administrator backup on several projects. Tasks included adding new members, setting up new pages and groups, making changes to HTML code, and other administrative tasks.
- Created onboarding training, provided support for a Hyperion conversion and Deltek Costpoint implementation.
- Created online help system in support of training courses that would link procedures to short AVI how-to sessions. Subjects included were for operations, development, and new cell phone technology audiences.
- Developed web pages and sites for online course delivery using SharePoint, HTML, HomeSite, FrontPage, and other web development tools. Maintained several corporate web sites using FTP tools.
- DOD experience with Army and Navy Milspec experience writing user guides, managing a team of technical writers in one situation and acting as project manager on another DOD position for a team of instructional designers.
- Performed standup training for RoboHelp, Dreamweaver, and Captivate at Sterling Ledet in their San Diego facility.

Intuit, San Diego, CA

2004-2005

Senior Instructional Designer

Performed as a senior instructional designer and trainer for IIT department. Used FrameMaker, Word, ViewletBuilder, Captivate, and many other tools to create online and instructor-led training courses.

- Created over 23 web-based training courses for products, internal software tools, and IT operations. Audience levels included novice, intermediate, and developer-level.
- Managed several projects, including a training path assessment pilot project to map skill gaps to employee education and create individual training plans for employees in IIT.
- Saved \$2.5 million by implementing a system to use their vendor vouchers for internal training for software engineers before they expired, and also worked to obtain new vouchers when contracts were renewed.
- Supported call center knowledgebase with technical articles, system workflows, production problems and resolutions, and also created consistent keywords and keyword tools to make information easily searchable.
- Worked with San Diego PMO to create and implement SOX compliance training, and traveled with the team to facilitate training at several sites.

- Developed training for Remedy implementation. This tool handled call center incident management, change management requests, and other incident reporting with output that included metrics. Also did asset management training as part of the Remedy training project, giving monthly training webinars that were required for anyone wanting a Remedy seat license.

Design Docs, Seattle, WA

Owner, Instructional Designer, Web Developer

1996-2004

Managed a technical writing staff of five. Responsibilities varied, but generally include technical writing, editing, and online help authoring.

- Wrote manuals, created online help systems from manuals using RoboHelp. Also responsible for some ASP coding, and web site development, developed an interface and created documentation for online content management software, and wrote several SDK and API manuals.
- Work included SDKs for an XML-based web application, online help, and other documentation for a web-based laboratory information management system. Also recreated the interface of three online products using Visual Basic.
- Clients included a Rock e-zine, an online auction company, a chemical manufacturing company, an interactive learning company, a student tracking company, a database software company, a company that produced training authoring software, a printer and data collection device manufacturer.

Microsoft Corporation, Redmond, WA

Project Manager, Technical Editor, and Writer (contract and perm)

1987-1996

Responsibilities included project management for the ITGWeb group, Word, Windows, and other groups. Edited web pages, wrote internal online help systems, programmed in Visual Basic, VB Script, and CGI/Perl. Managed two contract web developers. Edited and wrote portions of the Windows SDK development kit, and Word and DOS User Guides.

Microsoft Press, Redmond, WA

Part-time Technical Writer

1995-1996

Employed as a contract writer responsible for writing a chapter on Visual Basic Scripting and ActiveX technologies. Described how ActiveX components worked with HTML for a book on advanced web page design. The book, "HTML in Action," was published in late 1996.

WinWriters/The WinHelp Journal, Seattle, WA

Part-time Associate Editor

1994-1996

Editor of the WinHelp Journal, created by Joe Welinske, a leading expert in online help documentation. Duties include reviewing software, writing articles, news, and tips about online help development, editing all other articles, layout of each issue, and overseeing production. Also contributed a chapter in *Developing Online Help for Windows 95*. In addition, spoke and facilitated at a yearly conferences on technical documentation and user assistance until 2005.

All Data Systems, San Jose, CA

Contract Developer and Systems Analyst

Previous to 1994

Designed and implemented custom financial applications for a variety of customers across many industries, including financial, winery, banking, manufacturing, and construction. Developed interfaces, applications, and training for many contract customers.

Education and Relevant Training

University of Washington, Seattle, WA

M.A. in Educational Technology

Certificates:

- Technical Writing and Editing
- Project Management
- Web Design and Development
- Mystery and Suspense Writing
- Screenwriting
- Forensic Science

University of Laverne, CA

B.A. in English Literature

University of Western Georgia

Certificate in Distance Education Delivery

Community Services and Professional Associations

Bellevue Community College, Bellevue, WA

Part-time Instructor

1997-2001

Taught Documentation Project Management, RoboHelp, Writing Online Documentation, Word Tips and Tricks for Technical Communicators, and Writing for a Technical Audience courses in their Technical Writing Certificate Program.

Stanford University, Palo Alto, CA

Human Computer Interaction Seminar Series

2010

SandCHI – Human Performance Interface User Group

One of the board members in charge of monthly meetings and web site. Spoke at March 2010 Usability Mystery Theater talk.

2009-2010

Improvisational Comedy

Training students to act on their feet and to become more comfortable while doing public speaking. Improv can foster a sense of confidence in mind and body as well as creating a more comfortable and memorable performance.

2008-2010

Society for Technical Communication (STC)

- Taught Introduction to RoboHelp (San Diego)
- Spoke at monthly meeting on Using ViewletBuilder (San Diego)
- Spoke at 2001 STC National Conference (Seattle)

Member since 1993

American Society for Training and Development (ASTD)

Member since 2001

Project Management Institute (PMI)

Attended PMP Certification Exam Workshop (2007)

Member since 2005

Literacy Volunteers of America

Was involved in training the trainer classes to teach others the Laubach Training Methodology for adult learners.

Member from 1993-2000