

## WILL HUSA

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## SUMMARY

Experienced in increasing profits through clear communication.  
Delivered business solutions by writing user friendly Procedure Manuals, Training Manuals, and HTML Help.

## BENEFIT

My benefit to a client is that I take technical source material from SME's and translate it into a form that can be easier to understand. As a result, my documentation helps to reduce calls to the Help Desk.

## SOFTWARE KNOWLEDGE

- Microsoft Word, Excel, Visio, Publisher, FrontPage, PowerPoint, Project.
- RoboHelp, Dreamweaver, Flash, Adobe Acrobat PDF, Framemaker, PageMaker.
- HTML, Information Mapping, Paint Shop Pro, Photoshop, Hypersnap, Lotus Notes.

## EMPLOYMENT AND CONTRACT ASSIGNMENTS

PARUS INTERACTIVE, Bannockburn, Illinois 3/2007 to present  
**Technical Writer** for the CommuniKate 2.0, ParusOne and ParusOffice projects  
➤ Writing an easy-to-follow, WebHelp based Online Help system for a unified communications service.  
**Environment:** RoboHelp, RoboEngine, WebHelp, proprietary software, HTML, Acrobat PDF

EASY PAY SOLUTIONS, Westmont, Illinois 9 months from 1/2007 to present  
**Technical Writer** for the Easy Pay 4.0 project  
➤ Writing a procedure based, easy-to-follow manual for a new product in the credit card processing industry.  
**Environment:** MS Word, .Net, Java, proprietary software, Acrobat PDF, SDK

TRUE VALUE COMPANY, Chicago, Illinois 44 months from 1/2003 to 11/2006  
Department: Retail Systems Training & Education  
**Documentation Writer** for the TruStart2 project  
➤ Recruited to create and update procedure manuals and HTML help for the TruStart2 computerized order system.  
➤ Accomplished cover to cover document creation.  
➤ Interviewed SME's for developing documentation content.  
➤ Revitalized an out of date training workshop manual for the UNITY Point Of Sale computer system.  
➤ Remote access to main frame granted via a vpn connection from the home office.  
**Environment:** UNIX, RoboHelp, PDF, Dreamweaver, HTML, MS WORD, MS Publisher, MS Visio, POS, VPN

INTERSOFT CORPORATION, Deerfield, Illinois 9 months from 9/2004 to 6/2007  
**Technical Writer** for the Federal Mogul CIM project  
➤ Recruited to convert a seldom-used sales training manual by updating content to an easy to understand format.  
➤ Translated MS Word documents for HTML Help applications.  
➤ Interviewed SME's for developing documentation content.  
**Environment:** RoboHelp, Adobe Acrobat, MS WORD, SourceSafe.

