

## WILL HUSA

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### SUMMARY

Will Husa is your technical writer for user friendly documentation, user manuals and help systems.

### 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, SharePoint.
- RoboHelp, Dreamweaver, Flash, Adobe Acrobat PDF, Framemaker, PageMaker.
- HTML, Information Mapping, Paint Shop Pro, Photoshop, Hypersnap, Lotus Notes.

### EMPLOYMENT AND CONTRACT ASSIGNMENTS

EASY PAY SOLUTIONS, Westmont, Illinois 1/2007 to present

**Technical Writer** for the Easy Pay .Net project.

- Designed a new, procedure based, easy-to-follow user manual for recurring credit card transactions.
- Performed quality assurance testing to improve the product line.
- Project success resulted in the development of targeted Help systems for system integrators.

**Environment:** Credit Card Transactions, Finance, MS Word, RoboHelp, Quality Assurance, .Net, Acrobat PDF.

SOGETI, Westchester, Illinois 6/2008 to 11/2008

**Technical Writer** for the Arthur J. Gallagher BSD DMS project.

- Designed a new, procedure based, easy-to-follow online help system for the Brokerage Services Division.
- Project success resulted in the development of training presentations for e-Learning.

**Environment:** Insurance industry, SharePoint, Lotus Notes, RoboHelp, MS Word, HTML, PowerPoint, Acrobat PDF.

PARUS INTERACTIVE, Bannockburn, Illinois 3/2007 to 1/2009

**Technical Writer** for the CommuniKate, ParusOne and InterCall projects.

- Revitalized a Web-based, online help system for the CommuniKate 2.0 Unified Communications service by converting the existing help system to a user-friendly format. Step-by-step procedures were also added.
- Project success resulted in development of conditional text between CommuniKate 2.0 and ParusOne.
- Project success resulted in the development of a user manual based upon Visio charts.

**Environment:** Telecommunications, RoboHelp, MS Word, HTML, Acrobat PDF, Cisco VPN, Visio.

INTERSOFT CORPORATION, Deerfield, Illinois 9/2004 to 4/2008

**Technical Writer** for Federal Mogul projects.

- Recruited to modernize the Customer Inventory Management program by writing an easy-to-follow user manual.
- Project success resulted in the writing of a new Account Book user manual.

**Environment:** Supply Chain, proprietary software, RoboHelp, Adobe Acrobat, MS WORD, VPN.

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### EMPLOYMENT AND CONTRACT ASSIGNMENTS (continued)

TRUE VALUE COMPANY, Chicago, Illinois 1/2003 to 11/2006  
**Documentation Writer** for projects within the Retail Systems Training & Education Department.

- Recruited to create and update procedure manuals & HTML Help for the TruStart2 computerized order system.
- Project success resulted in updating training workshop manuals for the UNITY Point Of Sale computer system.
- Project success resulted in writing a new, easy-to-follow user manual for the Telxon Web Connect project.

**Environment:** Logistics, Supply Chain, RoboHelp, .Net, PDF, Dreamweaver, HTML, WORD, Visio, POS, VPN.

TRUSERV CORPORATION, Chicago, Illinois 7/1997 to 5/2001  
**Senior Documentation Writer** for the Retail Systems Training & Education Department.

- Modernized a seldom used training manual by converting them to an easy to understand format.
- Provided level 2 help desk support for PC based Point of Sale computer systems.

**Environment:** Logistics, Supply Chain, UNIX, RoboHelp, PDF, Dreamweaver, HTML, WORD, Visio, ESRI, POS.

RCB WORLDWIDE, Buffalo Grove, Illinois 2/1996 to 12/1996  
**Policy Writer** for a Human Resources project.

- Solved a 50% employee turnover problem by designing, writing, and publishing a new HR policy.

**Environment:** Logistics, Supply Chain, Human Resources, Framemaker.

NEW HORIZONS, Itasca, Illinois 1991 to 1995  
**Quality Assurance**

- Developed a “hands on” approach for maintaining accurate shipments.

**Environment:** Logistics, Supply Chain, Information Mapping, SDLC.

FRED FOX MEDIA, Schaumburg, Illinois 1991  
**Technical Trainer**

- Recruited to increase training efficiency which was accomplished by reducing the time required to train new hires from 12 weeks to 6 weeks.
- Solved an employee turnover problem by invoking a new follow-up strategy.

GTE COMMUNICATIONS SYSTEMS, Northlake, Illinois 1982 to 1990  
**Corporate Photographer**

- Achieved a 75% increase in deliverables by introducing cost effective photographic and darkroom techniques.

MICHAEL REESE HOSPITAL, Chicago, Illinois 1979 to 1981  
**Medical Photographer**

- Recruited to reduce resident physician learning stress by producing training video programs.
- Generated documentation that complied with Federal and International Regulations and Guidelines.

### EDUCATION

COLUMBIA COLLEGE, Chicago, Illinois 1979  
➤ **B. A. degree with Honors** in the fields of Writing and Television Production

**Membership,** Society for Technical Communications (STC)  
**Certified Substitute Teacher** for DuPage County, Illinois