

WILL HUSA

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179 Appleby Drive
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TECHNICAL WRITER

With over 10 years of experience in technical writing, desktop publishing, and training for various projects, I have the experience to analyze technical source material from Subject Matter Experts 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.

- Interacts well with SME's, users and team members
- Designs procedure based, online Help systems
- Develops user manuals based upon limited resources
- Converts existing documentation to a user-friendly format
- Understands the requirements of the Software Development Life Cycle
- Provides Level 2 Help Desk support for PC computer systems

SOFTWARE KNOWLEDGE

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

EXPERIENCE

VIGILANZ CORPORATION, Minneapolis, Minnesota 10/2009 to 1/2010

Technical Writer for the Infection Control User Guide project

- Revitalized an existing, online user guide by updating it with step-by-step, user-friendly procedures
- Integrated interactive tutorials into the user guide
- Project success resulted in the development of an interactive use guide for the Dynamic PharmacoVigilance System

Environment: Pharmacovigilance, RoboHelp, Interactivity

OMNI ONE, Oak Brook Terrace, Illinois 5/2009 to 12/2009

Technical Writer for the NAL Worldwide Logistics Billing System project

- From non-existing documentation, created new user manuals based upon interviews with subject matter experts
- Environment: Logistics, Supply Chain, Billing, SharePoint, Microsoft Word, PDF, Project, Desktop Publishing

EASY PAY SOLUTIONS, Westmont, Illinois 1/2007 to 4/2009

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 help system modules for system integrators

Environment: Credit industry, Microsoft Word, RoboHelp, Quality Assurance, .Net, PDF, SDLC, Desktop Publishing

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

Technical Writer for the Arthur J. Gallagher BSD DMS SharePoint 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, SharePoint, Lotus Notes, RoboHelp, Microsoft Word, PowerPoint, PDF, Desktop Publishing

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

Technical Writer for CommuniKate, ParusOne and InterCall projects

- Revitalized a Web-based, online help system by converting it to a user-friendly, step-by-step format
- Project success resulted in shared topics between CommuniKate 2.0 and ParusOne help systems

Environment: Telecommunications, RoboHelp, Microsoft Word, HTML, Acrobat PDF, Cisco VPN, Visio

- MARKET FORCE SYSTEMS, Mt. Prospect, Illinois 4/2008 to 11/2009
 Technical Writer for Federal Mogul projects
 ➤ Recruited to maintain and update the Account Book manual by writing in an easy-to-follow format
 Environment: Supply Chain, Sales, CRM, Adobe Acrobat, Microsoft Word, VPN, Desktop Publishing
- INTERSOFT CORPORATION, Deerfield, Illinois 9/2004 to 3/2008
 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, Sales, CRM, Adobe Acrobat, Microsoft Word, VPN, Desktop Publishing
- 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, Microsoft Word, Visio, POS, VPN, Desktop Publishing
- 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, PDF, Dreamweaver, Microsoft Word, Visio, POS, Desktop Publishing
- RCB WORLDWIDE, Buffalo Grove, Illinois 2/1996 to 12/1996
 Policy Writer for a Human Resources project
 ➤ Reduced employee turnover 50% by designing, writing, and publishing a new HR policy
 Environment: Logistics, Supply Chain, Human Resources, Framemaker, Desktop Publishing
- NEW HORIZONS, Itasca, Illinois 7/1991 to 5/1995
 Quality Assurance Technician
 ➤ Developed a new, "hands on" approach for maintaining accurate shipments
 Environment: Logistics, Supply Chain, Quality Assurance
- FRED FOX MEDIA, Schaumburg, Illinois 2/1991 to 7/1991
 Technical Trainer
 ➤ Increased training efficiency 200% by reducing the time required to train new hires
 ➤ Solved an employee turnover problem by invoking a new follow-up strategy
 Environment: Event Photography, Event Video production
- GTE COMMUNICATIONS SYSTEMS, Northlake, Illinois 3/1982 to 6/1990
 Corporate Photographer
 ➤ Achieved a 75% increase in deliverables by introducing cost effective photographic and darkroom techniques
 Environment: Telecommunications, Industrial Photography
- MICHAEL REESE HOSPITAL, Chicago, Illinois 6/1979 to 9/1981
 Medical Photographer
 ➤ Recruited to reduce resident physician learning stress by producing training video programs
 Environment: Hospital, Medical Photography

EDUCATION

- COLUMBIA COLLEGE, Chicago, Illinois 6/1979
 ➤ B. A. degree with Honors in the fields of Writing and Television Production
- Membership, Society for Technical Communications (STC) 2002
 Certified Substitute Teacher for DuPage County, Illinois