

# WILL HUSA

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179 Appleby Drive  
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## TECHNICAL WRITER

With over 10 years of experience in technical writing, documentation, desktop publishing, and training for a variety of companies and industries, 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. 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
- <> Samples may be viewed on this Website: [www.4techwriter.com](http://www.4techwriter.com)

## 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 Present  
Technical Writer for the Dynamic Monitoring System project  
<> Currently developing the second module of a three module online user guide with user-friendly procedures and interactive tutorials in order to assist hospital personnel with real time monitoring of adverse drug events in patient care  
Environment: Hospital records, Patient care, Pharmacovigilance, RoboHelp 8, Camtasia
- OMNI ONE, Oakbrook Terrace, Illinois 5/2009 to 12/2009  
Technical Writer for the NAL Worldwide Logistics Billing System project  
<> Based exclusively upon interviews with subject matter experts, developed a series of user manuals to assist the Billing department in the operation of their custom software  
Environment: Logistics, Supply Chain, Billing, SharePoint, Microsoft Word, PDF, Project, Desktop Publishing
- SOGETI USA, Westchester, Illinois 6/2008 to 11/2008  
Technical Writer for the Arthur J. Gallagher BSD DMS SharePoint project  
<> Designed a new, easy-to-follow online help system to instruct insurance sales personnel in the procedures required to create, import, track and share documents in the SharePoint environment  
<> Project success resulted in the development of e-Learning modules to introduce the project to the target audience  
Environment: Insurance, SharePoint, Lotus Notes, RoboHelp 7, Microsoft Word, PowerPoint, PDF, e-Learning
- MARKET FORCE SYSTEMS, Mt. Prospect, Illinois 4/2008 to 11/2009  
Technical Writer for Federal Mogul projects  
<> Recruited to update the Account Book manual by writing new documentation in an easy-to-follow format in order to instruct automobile parts sales personnel in the procedures required to create and update customer contact information, call history and notes  
Environment: Supply Chain, Sales, CRM, PDF, Microsoft Word, Cisco VPN, Desktop Publishing
- PARUS INTERACTIVE, Bannockburn, Illinois 3/2007 to 4/2008  
Technical Writer for CommuniKate and ParusOne projects  
<> Revitalized a Web-based, online help system by converting it to a user-friendly format to assist end-user customers in the operation of a telephone and Web-based, unified communications service  
Environment: Unified Communications, Telecommunications, RoboHelp, Microsoft Word, HTML, PDF, Visio

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EASY PAY SOLUTIONS, Westmont, Illinois 1/2007 to 2/2010  
Technical Writer for the Easy Pay .Net project

<> Designed an easy-to-follow user manual in order to instruct medical merchants and retail merchants in the procedures required to create, schedule, process and track recurring credit card transactions

<> Project success resulted in the development of online help for the Web-based version of the software

Environment: Credit industry, Microsoft Word, RoboHelp 8, Quality Assurance, .Net, PDF, SDLC

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 new documentation in an easy-to-follow format in order to instruct automobile parts sales personnel in the procedures required to enter customer sales orders, interchange competitive inventories and track purchase history

Environment: Supply Chain, Sales, CRM, PDF, Microsoft Word, Cisco 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 TruStart2 procedure manuals in an easy-to-follow format in order to assist Member stores with the procedures required to manage inventory and order items directly from the True Value warehouse

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

<> Updated existing training manuals to an easy-to-follow format in order to assist Member stores with the procedures required to manage their Point of Sale computer systems and inventories

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

## EDUCATION

COLUMBIA COLLEGE, Chicago, Illinois  
<> 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