

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
- <> 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
- <> Utilizes photographic techniques and interactive presentations in documentation development

SOFTWARE KNOWLEDGE

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

EXPERIENCE

VIGILANZ CORPORATION, Minneapolis, Minnesota 10/2009 to Present
Technical Writer for the Dynamic Monitoring System project

<> Currently developing a series of user-friendly, WebHelp user guides featuring interactive tutorials that will assist hospital personnel in the collection of data related to 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 new associates with the operation of the company's custom billing software
Environment: Logistics, Supply Chain, UNIX Natural, 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 input customer contact information as well as maintain customer call history and sales history
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 in order to help customers optimize the tools available in a 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 Present

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 WebHelp modules for system integrators

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 input customer sales orders, interchange competitive inventories and track customer 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 their inventory as well as 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