

Tania Kraus : : Technical Writer

PERSONAL DETAILS

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EMPLOYMENT SUMMARY

Year	Company	Role
June 2010 – September 2011	RailCorp	Technical Writer
May 2010	Sims Metal Management	Technical Writer
March 2009 – May 2010	Community Services	Technical Writer
Dec 2008 – March 2009	Alcatel-Lucent	Technical Writer
October – December 2008	CiSRA (Canon)	Technical Writer
August – September 2008	Pfizer Australia	Technical Writer
February – August 2008	PayPerClick	Content Writer
2005 – 2007	Honeywell	Technical Writer
February 2005	Optus	Web Content Writer
2002 – 2005	Webster Publishing	eLearning Manager
2001 – 2002	RecruitASP	Technical Writer
1999 – 2001	Infosentials	Instructional Designer
June – August 1999	Mapinfo	Technical Writer

EDUCATION

TERTIARY

- 1998:** Diploma of Communication (Technical) – Canberra Institute of Technology
1992: Advanced Certificate in Programming Technology – Computer Power Training Institute

INDUSTRY RELATED

- 2009:** Winning Executive Summaries – Shipley Associates
2002: Professional Editing and Proof Reading – Australian College of Journalism
1996: IT Project Management – Australian Institute of Management
Understanding and Implementing Software Quality Control Procedures
1992 – 1999: Various courses, including Indexes that Work and User Acceptance Testing

OTHER TRAINING

- 2010:** Senior First Aid – St John

OTHER EXPERIENCE

- 2000 - Present Stage Manager I work as a Stage Manager for various theatre and production companies. Details can be found on www.taniak.com.au.
2001 – Present Web Designer I build and maintain websites primarily for theatre companies and performers. Details can be found on www.taniak.com.au.
1994 – 1996 Fitness Leader I was a Fitness Leader registered with the Fitness Institute of Australia.
1984 – 1986 Student Nurse I completed two years of my General Nurse's training at Gosford District Hospital.

RailCorp – June 2010 – September 2011 – Technical Writer

Software Used

- Microsoft Office
- Microsoft Visio
- MadCap Flare

Duties:

I was originally contracted to map the information contained in the Occupational Health and Safety (OHS) documents contained in the Safety Management System (SMS). The goal was to create an interactive online system running in a content management system that meets the needs of RailCorp staff and external auditors.

I created the online prototype of the model in MadCap Flare. The prototype was demonstrated to project stakeholders in a bid to get a content management system implemented to progress the prototype to a working model. A content management system is currently being sourced by NSW Transport who incorporated our requirements in their business specifications.

I am currently reviewing the OHS documents and updating them to be compliant with the Work Health and Safety (WHS) legislation that will be enacted in January 2011. This involves reviewing the draft legislation, regulations and codes of practice, comparing it with the current RailCorp documentation and making the necessary changes.

Other tasks I perform include:

- creating forms
- reviewing Australian Standards, legislation and various Codes of Practice to ensure the SMS documentation I review and update is compliant
- writing training courses based on the SMS documentation
- performing quality assurance on eLearning courses
- mentoring interns and graduates to help them improve their writing skills.

Sims Metal Management – May 2010 – Technical Writer

Software Used

- Microsoft Office
- Paint

Duties:

I wrote training material for a new installation of Microsoft Dynamics. I worked with the Subject Matter Experts to gather the information I needed to write the training. I also worked closely with the project team to prioritise the training topics as the project was running behind schedule and the final delivery date could not be moved. This ensured that the topics that were essential for the training were completed on time.

NSW Department of Community Services – March 2009 – May 2010 – Technical Writer

Software Used

- Microsoft Office
- MadCap Flare
- Microsoft Visio
- Paint

Duties:

I was contracted to work on the Business Process Mapping Project. This is a high profile project within Community Services that involves major business changes for the end-to-end core Child Protection functions.

My primary duty was to write the narrative for the Community Services 'as is' child protection business processes. To do this, I worked closely and collaboratively with Business Analysts and Subject Matter Experts. The narrative was written into the MapCap Flare content management system producing online content.

I was instrumental in setting up a number of MadCap Flare projects for the team. This included designing the structure, page layouts and user interface design.

In addition to my primary duties, I assisted the project team by:

- editing and proof reading project documentation
- providing assistance with and training in Microsoft Word, Excel and Visio
- modifying and updating business process maps using Microsoft Visio
- performing quality assurance tasks
- mentoring members of the project team to help them improve their writing skills.

Alcatel-Lucent – December 2008 – March 2009 – Technical Writer

Software Used

- | | |
|---------------------------|--------------------|
| - FrameMaker 7 | - Microsoft Office |
| - WebWorks ePublisher Pro | - HTML |
| - Domino | |

Duties:

I updated two user guides produced for Telstra for software used to manage pre- and post-paid mobile phone accounts. I was required to work closely with the software development team in order to get the information I needed to update the guides. My excellent communication skills were needed as the majority of the software development team did not speak English as a first language. I needed to make my communications with them clear and concise to avoid any miscommunication. This made sure that I got the information I required in a timely manner in order to meet the project milestones and deadlines.

I also updated a user guide for Optus for software used to manage the Optus Voice VPN (Virtual Private Network). Online help files were produced using WebWorks ePublisher Pro which had to conform to the Optus Style Guide. I had to use my HTML skills to modify the WebWorks output and the CSS files produced in order to meet Optus' style requirements.

CiSRA (Canon) – October – December 2008 – Technical Writer

Software Used

- | | |
|-----------------------------------|-------------------|
| - Microsoft Office | - Photoshop |
| - Concurrent Version System (CVS) | - Microsoft Visio |

Duties:

My primary task was to write a user guide for Photo Merchandise Designing software. The challenge with this task was that the software was still developed in India and was not available for my use. I had to base the user guide on the Functional Specifications, the Architecture Document, Installation Specifications and screen mockups.

I assisted the software development team with proof reading and editing a number of technical documents and actively participating in document review sessions.

I edited two other user guides. The first showed how to assemble the various photo merchandise books. This guide is distributed to the photo lab staff using Canon's software. The second was for software that performed quality analysis on inkjet printers, both Canon's and their competitors.

My written communication and audience analysis skills were vital during this contract as the documents on which I worked, were for completely different audiences – Graphic Designers, Software Developers, Hardware Engineers and Photo Lab staff.

Pfizer Australia – August - September 2008 – Technical Writer

Software Used

- | | |
|--------------------|--------------|
| - Microsoft Office | - Documentum |
| - Microsoft Visio | - Paint |

Duties:

I was required to write Standard Operating Procedures for a new web-based interface for a manufacturing scheduling tool. I worked closely with Subject Matter Experts in Australia and Canada to gather the information I needed to write the procedures.

The procedures had to adhere to Pfizer's quality standards and use approved templates. The completed procedures were then imported into a Documentum document management system for a formal review process before implementation. All my operating procedures passed the stringent quality assurance testing and were not rejected at any stage of the review process.

PayPerClick – February 2008 – August 2008 – Content Writer

Software Used

- | | |
|-----------------------------|------------------------|
| - Microsoft Office 2007 | - Paintshop Pro |
| - Microsoft Web Expressions | - Microsoft SharePoint |
| - PDF Creator | |

Duties:

I was contracted to work on Search Engine Optimisation (SEO) projects. I was required to write clear, concise copy in the tone and language used on each client's site. My copy had to incorporate keywords and phrases for successful optimisation while maintaining the readability and usability of the site. I wrote content for a variety of industries, including health insurance, online share trading, telecommunications, internet recruitment, and hospitality.

Another major task I performed was to perform monthly quality assurance and localisation of the Marriott Australia Website. I reported my findings to Marriott International in Washington DC via a teleconference. I also worked closely with the Australian Marketing Manager, based in Melbourne, to write and edit copy for promotions to be run on the Australian Web site.

My other duties included:

- editing, proofreading and preparing sales and marketing documents
- creating HTML landing pages for Search Engine Marketing campaigns
- creating PowerPoint presentations
- attending meetings with clients locally, nationally and internationally.

Honeywell – April 2005 - December 2007 – Technical Writer

Software Used

- | | |
|--|-------------------------------------|
| - FrameMaker 7 (structured and unstructured) | - Astoria Content Management System |
| - Microsoft Word | - Arbortext Editor |
| - Microsoft Visio | - Adobe Acrobat |
| - WebWorks Publisher | |

Duties:

At Honeywell I wrote and maintained a number of user guides. Initially, I wrote a Backup and Restore Guide for industrial control software. I then moved onto the Digital Video Management project to update the documentation in line with software releases.

I was also heavily involved in converting the Digital Video Management documentation from unstructured to structured FrameMaker using DITA topic typing. I was an integral member of the team that imported the structured documents into an Astoria Content Management System. This work was time consuming and required attention to detail and excellent analytical skills. At the same time as the

conversion was being undertaken, I was required to update the documentation ready for the next software release. I completed both tasks simultaneously meeting all project milestones and deadlines.

My other duties included:

- producing PDFs and online help from the FrameMaker documents
- working with the Usability and Software Development teams and product stakeholders in Australia, the USA and India.

Optus – February 2005 - Web Content Writer

Software Used

- Microsoft Word

Duties:

I was part of a team of content writers responsible for the update and repurpose of mobile phone information on Optus' corporate Web site for a re-launch. I was required to research information on the various mobile phone and Internet plans and engage with the relevant Product Managers to ensure the information was correct and up to date.

Webster Publishing – February 2002 to January 2005 - eLearning Manager Infosentials August 1999 to January 2001 - Instructional Designer

Software Used

- Microsoft Office	- Paintshop Pro
- KnowledgePresenter	- Pagemaker 6.5
- Adobe Photoshop	- Adobe Acrobat
- WebAniThing (developed by Infosentials)	

Duties:

I was initially contracted to Infosentials to update a PowerPoint 2007 book to PowerPoint 2000 and to compile an Office 2000 book from the individual Office 2000 books. I was also involved in the development of eLearning courses for the LearningFast Web site and writing and updating training workbooks. The eLearning courses I developed were:

- PowerPoint 2000
- WordPerfect 9
- Microsoft Project 2000
- Microsoft Publisher
- Web Page Design using FrontPage.

In 2002, I came back to the company, now Webster Publishing, as an Instructional Designer but was soon offered the role of eLearning Manager. My role was to plan, write, build and coordinate the development of the eLearning courseware. The courses I wrote included:

- International Computer Drivers License version 3
- Certificates I and II in Information Technology
- Advanced Microsoft Office
- Computer skills training for Year 6 and Year 10 students
- OpenOffice and Linux

My major achievement during this time was to write the majority of the International Computer Drivers License training. This enabled Webster Publishing to be the first Australian company to have its online International Computer Drivers License training accredited by the governing body in Ireland.

My other duties included:

- supervising a team of editors and eLearning courseware developers
- training new team members on the use of the KnowledgePresenter software
- performing Quality Assurance on eLearning courses before they were published online
- maintaining the eLearning web sites
- managing the eLearning projects to ensure they were completed on schedule
- keeping the sales and marketing teams informed of the progress of various projects
- writing marketing material and sales proposals.

RecruitASP – February 2001 to October 2002 - Technical Writer

Software Used

- Microsoft Word
- Microsoft Visio
- Adobe Acrobat
- Qarbon Viewlet Builder

Duties:

My primary role was to write new and update existing user documentation for the products developed by the Software Development team. I also created online training courses and help content for the software.

I also assisted the team with other tasks as required, including:

- helping with HTML
- creating and manipulating images
- designing graphical user interfaces
- editing and proof reading sales and marketing material.

Mapinfo Australia – June 1999 to August 1999 - Technical Writer

Software Used

- Microsoft Word
- Paintshop Pro

Duties:

I updated user manuals for two of MapInfo Australia's Geographic Information Systems (GIS) products in line with a software release.

October 1992 – July 1999 – Various Information Technology Companies

I was primarily employed as a Database Developer and Technical Writer. I also performed other tasks, such as:

- web site design
- project co-ordination
- quality control
- user training.

More information can be provided on request.