

Tania Kraus : : Technical Writer

EMPLOYMENT SUMMARY

Year	Company	Role
June – August 2010	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
April – July 1999	Perfect Technology	Technical Writer
1998 – 1999	Millpost Technology	Database Developer & Technical Writer
1997 – 1998	Perfect Technology	Database Developer & Technical Writer
1992 – 1997	Logical Solutions	Database Developer & Technical Writer

EDUCATION

2010	Current Senior First Aid – St John
2009	Winning Executive Summaries – Shipley Associates
2002	Professional Editing and Proof Reading – Australian College of Journalism
1998:	Diploma of Communication (Technical) – Canberra Institute of Technology
1992:	Advanced Certificate in Programming Technology – Computer Power Training Institute
1996	IT Project Management – Australian Institute of Management Understanding and Implementing Software Quality Control Procedures
1992 – 1999	Various computer related courses, including Indexes that Work, User Acceptance Testing and Help Desk Survival Skills.

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. I specialised in weight training and fitness assessment.
1984 – 1986	Student Nurse	I completed two years of my General Nurse's training at Gosford District Hospital.

RailCorp – June – August 2010 – Technical Writer

Software Used

- Microsoft Office
- Microsoft Visio

Duties:

I am editing and proof reading Occupational Health and Safety (OH&S) documents produced by the Safety Management team. I work closely with the Safety Advisors in my team when reviewing and updating their documents. I am also creating a new template on which to base the documents and writing a Style Guide to accompany the new template.

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 closely with the Subject Matter Experts to gather the information I required 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.

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

Software Used

- Microsoft Office
- Microsoft Visio
- MadCap Flare
- Paint

Duties:

I was contracted as a Technical Writer 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 a MapCap Flare project which I then compiled to produce HTML output. 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 assist 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; and
- attending meetings and workshops as a note taker.

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

Software Used

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

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 required to update the user 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 and ensure 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 were required to conform to the Optus Style Guide. To do this, 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
- Concurrent Version System (CVS)
- Photoshop
- Microsoft Visio

Duties:

My primary task during this contract was to write a user guide for Photo Merchandise Designing software. The challenge with this position was that the software was still being written by the development team in India and was not available for my use. I had to base the User Guide on the Functional Specifications, 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 guide 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 a guide 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 all 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:

For this short term contract, I was required to write Standard Operating Procedures for a new Web-based interface for a manufacturing scheduling tool. I was required to work 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 were based on approved templates. The completed procedures were then imported into a Documentum document management system for the 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 | - Adobe Flash |

Duties:

I was employed by PayPerClick to work on Search Engine Optimisation (SEO) projects. This required me to write clear, concise copy in the tone and language used on each client's site. For successful optimisation, my copy had to incorporate keywords and keyword phrases while still maintaining the readability and usability of the site for potential visitors. 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 undertake monthly quality assurance and localisation of the Marriott Australia Website. This included checking that all the links on the site worked, proof reading the copy and suggesting changes from American English to Australian English and ensuring images used were relevant to Australia and Australians. I reported my findings to Marriott International in Washington DC monthly via a teleconference and 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;
- writing Google ad copy for Search Engine Marketing projects;
- creating HTML landing pages for Search Engine Marketing campaigns;
- creating PowerPoint Presentations;
- designing Flash marketing campaigns for the Marriott Australia web site; and
- attending meetings with clients locally, nationally and internationally.

Honeywell – April 2005 - December 2007 – Technical Writer

Software Used

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

Duties:

At Honeywell I wrote and maintained a number of user guides written for software produced by Honeywell. Initially I wrote a Backup and Restore Guide for the industrial control software. I then moved onto the documentation for the Digital Video Management software writing and updating the documentation in line with software releases.

I was also heavily involved in converting the Digital Video Management software from unstructured FrameMaker to structured FrameMaker using DITA topic typing. I was also 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;
- verifying and validating imported Content Management System data; and
- working with the Usability teams, 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 its relaunch. I was required to research information on the various mobile phone and Internet plans offered by Optus and engage with the relevant Product Managers to ensure the information was correct and up to date. I then had to write the new copy in a format that could easily be imported into the Content Management System.

Webster Publishing – February 2002 to January 2005 - eLearning Manager

Software Used

- Microsoft Office
- Paintshop Pro
- KnowledgePresenter

Duties:

As the 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, as well as training for 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 and updating the eLearning web sites;
- managing the eLearning projects to ensure they were completed on schedule; and
- keeping the sales and marketing teams informed of the progress of various projects.

RecruitASP – February 2001 to October 2002 - Technical Writer

Software Used

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

Duties:

My primary role at RecruitASP was to write new and update existing user documentation for the products and services developed by the Software Development team.

My main duties included:

- writing new and updating existing user documentation;
- creating online training courses and help content;
- editing and proofreading sales and marketing material; and
- assisting management with responses to tenders;

In addition to my primary duties, I also assisted the team with other tasks as required, such as helping with HTML, image creation and manipulation, and graphical user interface design.

Infosentials – August 1999 to January 2001 - Instructional Designer

Software Used

- Microsoft Word
- Pagemaker 6.5
- Adobe Acrobat
- Adobe Photoshop
- WebAniThing (developed by Infosentials)

Duties:

I was involved with planning, scripting, building, and testing of Computer Based Training (CBT) courses for the LearningFast Web site. The CBT modules I developed included:

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

My other duties included:

- writing and updating training workbooks;
- updating PowerPoint 2000 and Microsoft Office 2000 books;
- writing marketing material and other documents; and
- assisting the sales team with the preparation of proposals and quotes.

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 the 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; and
- user training as required.

More information can be provided on request.