

Jane Dudgeon

21270 Olive Green Court

Ashburn, Virginia 20147

Home: 703-726-8770 Cell: 703-582-4727

janiemd@verizon.net

<http://www.linkedin.com/in/janedudgeontechwriter>

<http://resumes.hotjobs.com/jmarshalldudgeon/janeyahooresume>

Objective

Seeking position as Online Help Author/Technical Writer to demonstrate experience and skills writing and producing a variety of effective technical end user instructional materials. Especially interested in position where Help Authoring Tools such as MadCap Flare and Adobe RoboHelp are used to produce effective and impressive online Help systems. Wish to find position where I can produce technical documentation and online instructions that help end users find information quickly and easily.

Professional Employment History and Work Experience

Lead Technical Writer & Online Help Author BAE Systems 03/2009 – Present

Serve as senior lead Online Help Author on contract at Bureau of Labor Statistics in the Division of Current Employment Statistics (DCES). Create, write, edit and produce Online Help systems for DCES web based applications using MadCap Flare Software.

Use advanced features of MadCap Flare, such as single sourcing and conditional tags to generate multiple outputs (targets) from same project content. Use Cascading Style Sheets (CSS) to ensure consistency of all WebHelp content. Use interactive MadCap Flare features such as popups, drop downs, expanding text, graphic hotspots, variables, and snippets. Create context sensitive help use Alias and Header files to tie help topics to specific web pages.

Use TechSmith SnagIt for screen captures. Contribute with project team members towards meeting scheduled dates for deployment of WebHelp with applications.

Senior Technical Writer & Online Help Author Lockheed Martin 05/2006 – 11/2008

Served as senior lead technical writer and online Help Author on contract at US Postal Service Office of Inspector General (OIG). Designed and produced over 30 online Help systems for web based applications. Worked with application developers to gather information needed to produce effective and interactive end user instructions.

Used advanced features of RoboHelp HTML to create robust and user-friendly Online Help systems. Summer 2008, management decided to switch to MadCap Flare Software. Successfully imported all 30 RoboHelp projects into Flare in less than three weeks. Quickly learned how to use advanced features of MadCap Flare such as working with stylesheets, especially Flare's Cascading Stylesheets (CSS). Used other online Help features such as drop downs, expanding text, graphic hotspots, variables, snippets, and popus to make online Help more interactive.

Used variables and condition tags for single sourcing to create and generate different targets output types from single source. Set up and used Master Pages and proxies as well as Page Layout for printed documentation. Created context-sensitive Help (CSH) by adding file and then creating and assigning alias identifiers. Extremely skilled creating comprehensive index keywords.

Used TechSmith SnagIt to portray and graphically display screen functionality. Also served to research and develop internal training communications materials to meet with OIG program goals. Edited and proofread internal documentation for clarity, adequacy, and completeness of content for printed materials and PowerPoint slides for presentations. Reviewed and edited all materials for clarity, using Word styles to ensure consistency and checked all materials to ensure all materials had correct spelling, punctuation, syntax, and readability.

Lead Technical Writer & Online Help Author Apptis, Inc. Chantilly, VA 11/2004 – 03/2006

As Lead Online Help Author and Technical Writer, designed, wrote and produced all end user instructional materials for SafeCare Systems software, including Online Help, user manuals, training guides, quick reference cards and monthly release notes describing new system features. Used advanced features of RoboHelp HTML including Conditional Build Tags, Single Source Layouts, and Cascading Style Sheets.

Used TechSmith SnagIt to create screen graphics and screen images. Effectiveness and accuracy of Online Help instructions resulted in zero number of customer phone calls to Help Desk in a ten month period. Researched the possible use of Macromedia Captivate and TechSmith Camtasia Studio to create engaging, interactive training and "how-to" tutorials. As lead online Help Author, served as a liaison between the end users of SafeCare and Apptis developers by researching end user change requests and incorporating these changes in all online and paper based reference materials.

Technical Writer & Online Help Author TranTech, Alexandria, VA 04/2003 - 06/2003

Served as Online Help Author and consultant on short-term two month contract at Peace Corps. Used RoboHelp Classic and RoboHelp HTML to design and produce online context-sensitive Help for financial application used at all international Peace Corps Posts. Used advanced features of RoboHelp HTML, such as cascading style sheets, building topics into a TOC, indexing topics, adding bookmarks, DHTML effects and inserting interactive graphics. Used screen capture software Paint Shop Pro to portray system screens. Worked closely with software developers to gather information and associate online Help files with Visual Basic and MS Access software programs. Created over 350 online Help topics, with over 170 hyperlinks. Analyzed, fixed and tested broken links.

Technical Writer & Online Help Author Northrop Grumman, Reston, VA 05/2001 - 05/2002

Wrote technical documentation and Online HTML Help for contract at Health & Human Services (HHS).

Won award from the Assistant Secretary for HHS for outstanding service and excellence in HHS products.

Managed several writing projects for internal HHS users and public users who access HHS web sites. Used MS Word, FrameMaker and PageMaker to produce sometimes long, complex user manuals and HHS documents. Used screen capturing programs, such as Paint Shop Pro and Full Shot to portray system screens, improve clarity and provide examples of system function. Interviewed programmers and subject matter experts. Researched various information libraries, such as internal network libraries of related documentation in order to gather information regarding use of software. Took this research and organized the information into clear, easy to read instructions. Many projects required knowledge of basic computer systems, including system life cycle concepts, system architecture and basics of automated information technology and data flow concepts. Used RoboHelp HTML to create dynamically linked Help topics that instruct users how to use HHS Internet and Intranet WEB pages. Used advanced features of RoboHelp HTML to produce professional HTML Help systems, including adding and defining hyperlinks, using cascading style sheets, creating pop ups. Fixed broken links, created and used the TOC composer. Added key words for the index, used special effects, such as DHTML, image maps, expanding hotspots and dynamically linking HTML topics. Used other advanced RoboHelp features such as adding HTML Help controls, creating context sensitive Help. Distributed all the HTML Help files to users. Created a Network Administrator's Guide using MS Word, VISIO and RoboHelp HTML, designed to be accessed on the HHS Intranet as a resource tool for all internal HHS Help Desk Support staff. This Network Guide contained over 1,000 topics and was over 2,300 pages long, with complex graphics, network architecture diagrams and text. Collaborated with other HHS staff and writers on several projects while providing guidance and monitoring the entire writing project. Made schedules and prioritized work tasks in order to keep in touch with progress of each task and entire writing project. Used configuration software MS Visual Source Safe to track version control of document files.

Technical Writer & Online Help Author Anteon, Fairfax, VA 05/2000 - 04/2001

Produced Online HTML Help for contract with United States Postal Service (UPSP). Used advanced features of RoboHelp HTML to ensure functional, professional looking web pages. Created and produced clear, easy to read instructions for internal USPS audiences and outside users. Worked independently to collect information by communicating with subject-matter experts on use of system, organized information into topics, verified accuracy, and ensured consistency and compliance with USPS style requirements. Used advanced features of MS Word, such as Styles, Tables of Contents and building topics into a TOC, adding supporting illustrations, graphics and hyperlinks.

Used graphics software, such as Paint Shop Pro to create and insert supporting graphics, such as screen samples. Used configuration software PVCS to monitor version control of projects and related documentation.

Education

Bachelor of Science Degree, University of Maryland. Major Health, Physical Education & Recreation

Professional Training

Single Sourcing in MadCap Flare (Advanced)	MadCap Software, LaJolla, CA	03/2010
MadCap Flare (Intermediate & Advanced)	MadCap Software, LaJolla, CA	09/2008
Adobe Acrobat (Basic/Intermediate)	Editorial Experts, Alexandria, VA	09/2001
RoboHelp HTML (Advanced)	eHelp University, LaJolla, CA	08/2000
RoboHelp HTML (Basic/Intermediate)	Editorial Experts, Alexandria, VA	09/1999
Effective Writing Skills (Advanced)	USDA Grad School, Washington, DC	06/1999
RoboHelp Classic (Building WinHelp)	Editorial Experts, Alexandria, VA	10/1998

Software Skills

Online Help Authoring Tools	MadCap Flare, Adobe RoboHelp HTML
Word Processing & Office software	MS Word (2003, 2007), WordPerfect
Graphics and screen capture software	TechSmith Snagit, Paint Shop Pro, Full Shot
Presentation software	MS PowerPoint
HTML Editing	Dreamweaver, FrontPage (Basic skills)

Additional Information

JOB-RELATED CERTIFICATES AND LICENSES:

- Certification earned for RoboHelp HTML after taking courses at eHelp University and passing comprehensive tests. Certification earned August, 2000 at eHelp University, LaJolla, CA.

JOB-RELATED HONORS, AWARDS, MEMBERSHIPS, ETC.

- Bravo Award for Outstanding Service, December 2001. Awarded by Josefina Carbonell, Assistant Secretary, Health and Human Services.
- Letter of Commendation, for superior work performance, June 1997. Awarded by Contract Representative while serving on contract at Department of Navy. (See Resume work experience for DynCorp.)
- Won "Acts of Caring Award" for exemplary service as Pet Therapist with Pets on Wheels program of Fairfax County on May 6, 2000 by Kate Hanley, Chairman of Fairfax County Board of Supervisors and Grace Starbird, Director, Area on Aging.
- Senior Member of Society for Technical Communication from 1986 to Present.