



Shannon du Plessis

Technical Writer and Documentation Consultant

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<http://www.techwriteontime.com>

Carefully crafting clear, cohesive, complete, correct content

Summary

I am a problem solver, a geek-speak to end user plain English translator, and a thorough documenter. Technical subject matter and complex processes don't daunt me.

Professional Achievements

Technical Writing and Consulting

Ongoing Client Projects

- Produce and keep current numerous e-learning courses – TheAcademy.com

Completed Client Projects

- Edited Compliance Certification Document - Texas State University
- Created Quick Start Guide for medical software – Sun Mountain Medical Solutions, LLP
- Created context sensitive online help, quick start guide, and software demo videos for RezOvation GT B&B reservation and accounting software – RezOvation, LLC*
- Created online help and web content - Client Tracker, LLP
- Created web help for web site and assisted with beta testing – iTaggit, Inc.
- Developed franchise operations manuals for Prime Time, LLP and Access Realty
- Wrote several 200+ page real estate continuing education courses and updated existing online continuing education courses to comply with ARELLO certification requirements – Absolute CE
- Researched and wrote income tax training seminar manual – HLM Financial Group
- Developed administrator guide/data dictionary for county government access software, performed usability testing, participated in peer reviews to ensure work conformed to the style guide that I co-authored – Hart Information Services**
- Created online help and user manual for multi-module AS/400 based financial accounting system – client confidential
- Wrote user manual for grade entry program used by teachers – TECS of Texas
- Wrote “Managing Money and Finances” chapter of *Getting Started in Independent Consulting and Contracting* e-book — Society for Technical Communication

Software Conversions and Applications

- Coordinated the development of combined billing system including specs development, programmer supervision, testing, and preparation of data flow diagrams, user documentation, and data dictionary – Research and Planning Consultants, Inc.
- Designed PC based budget system (reduced monthly budget reporting time from days to hours), developed database system for agency purchasing incorporating a sound audit trail that had been lacking, and wrote desk procedures – ECI
- Worked with programmers to develop new IBM AS/400-based funding program which included specs development, creation of entity relationship diagrams, explanation of complex actuarial formulas, heavy SQL use, and substantial testing – Texas Association of School Boards

Software	<ul style="list-style-type: none"> ▪ Adobe FrameMaker ▪ FrontPage ▪ Microsoft Office Professional 2007 (Word, Excel, Access, PowerPoint, Publisher) ▪ Collaboration software such as MS Project and SharePoint 	<ul style="list-style-type: none"> ▪ RoboHelp ▪ Visio ▪ PaintShop Pro, SnagIt ▪ Adobe Acrobat Pro ▪ HTML ▪ Captivate ▪ QuickBooks Pro 																					
Skills and Deliverables	<ul style="list-style-type: none"> ▪ Online Help ▪ User Manuals and Documentation ▪ Online Training and Tutorials 	<ul style="list-style-type: none"> ▪ Franchise Operations Manuals ▪ Editing ▪ Administrator/Installation Guides 																					
Professional Positions	<table border="0" style="width: 100%;"> <tr> <td style="width: 50%;">President and Technical Writer/Documentation Consultant</td> <td style="width: 30%;">TechWrite OnTime</td> <td style="width: 20%;">1997 - present (full-time since 2004)</td> </tr> <tr> <td>Billing Director</td> <td>RPC</td> <td>2003-2004</td> </tr> <tr> <td>Budget Analyst</td> <td>ECl</td> <td>1995-1997</td> </tr> <tr> <td>Full time mother following birth of only child</td> <td></td> <td>1993-1995</td> </tr> <tr> <td>Data Analyst</td> <td>Texas Association of School Boards</td> <td>1991-1992</td> </tr> <tr> <td>Alternate Fiscal Officer</td> <td>Texas Nursing Home Admin. Board</td> <td>1988-1991</td> </tr> <tr> <td>Business Manager</td> <td>Austin Commercial Ventures</td> <td>1984-1988</td> </tr> </table>	President and Technical Writer/Documentation Consultant	TechWrite OnTime	1997 - present (full-time since 2004)	Billing Director	RPC	2003-2004	Budget Analyst	ECl	1995-1997	Full time mother following birth of only child		1993-1995	Data Analyst	Texas Association of School Boards	1991-1992	Alternate Fiscal Officer	Texas Nursing Home Admin. Board	1988-1991	Business Manager	Austin Commercial Ventures	1984-1988	
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Memberships	<p>Society for Technical Communication, Content Management Professionals, HTML Writers Guild, Who's Who of American Women</p> <p>Toastmasters International - Past Club President, Area Outstanding Toastmaster, taught adult public speaking class, presented effective evaluation workshops</p>																						
Portfolio/References	<p>Available on my web site at http://www.techwriteontime.com and at http://www.linkedin.com/in/techwriteontime.</p>																						

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