

Emily Meyerding MEd, CPTD

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OBJECTIVE: Contract or permanent position in the field of Performance Technology, Learning Development, Project Management or Technical Communications in the Pacific Northwest.

PROFESSIONAL SUMMARY

More than twenty years of instructional design/curriculum development experience, including:

- Curriculum Planning & Development
- Task & Competency Analysis
- Certification Tests and Course Evaluation Materials
- Online Asynchronous and Synchronous learning objects
- Single Source coordination with documentation
- Training instructors for domestic and International audiences
- Technical training, sales training, and customer training
- Website and CD-ROM delivery
- Conformance to Chicago Manual of Style
- Microsoft Office
- FrameMaker + SGML / HTML / Dreamweaver / Articulate

Twelve years of technical writing / editing experience, involving both staff & contract assignments as a senior technical writer, editor, and desktop publications specialist, including:

- Internet Publishing
- Hardware / Software Manuals
- Sarbanes – Oxley Compliance Documentation
- Web Development - Information Solutions
- Reference Guides & Training Materials
- Online Help Systems
- Template Development
- Style Guides
- Business Plans & Marketing Materials
- Procedures, Specifications, and White Papers
- Conformance to Chicago Manual of Style, SP Style Book, Microsoft Online Style Guide, Boeing Manual of Style and other style references.
- Word / FrameMaker + SGML / HTML / SGML / XML / PDF

Six years of online documentation systems design and production for both UNIX and Windows operating systems at all user audience skill levels. This experience includes:

- Software Product Documentation
- System Administration References
- Process Documentation
- Sarbanes Oxley Documentation
- Quick Start Documentation
- SDK Kits
- Man Pages and Command Line Help

PROFESSIONAL SUMMARY *(Continued)*

Six years of systems administration experience, including UNIX, Linux, Windows NT, Windows 95/98/3.1, and DOS/Novell: office automation, networking solutions; manufacturing, database & integrated accounting systems, including:

- Desktop and Server operations
- Hardware / Network Upgrade Management
- Enterprise Software Management
- Network Security and Policy Management
- Software Evaluation and Testing

Four years of accounting and financial system design, cash flow management, troubleshooting, financial analysis, vendor/creditor negotiations, policy and procedural development, A/R, A/P, G/L, I/N, F/A, interstate P/R, tax reporting and training accounting/bookkeeping staff.

Four years of manufacturing management: computer operations, purchasing, scheduling, communications and coordination between departments.

SUMMARY of SKILLS:

Instructional Design

Learning Objectives ... Blended learning solutions ... Online curriculum development ... ILT development ... Syllabus conformance evaluations ... Competency analysis ... Distance learning activities ... Assessments ... Course planning ... Test methodology ... Metrics and evaluations ... Train-the-Trainer ... LMS / LCMS ...

Technical Communication

Technical writing ... Systems design & management ... Single source documentation ... Editing ... Internet publication ... Sarbanes – Oxley documentation ... Online help systems ... Procedural references ... Localization ... Chicago Manual of Style ... AP Style Book ... Microsoft Manual of Style ... Boeing Manual of Style ... Other style references ... Concordances ...

Web Development & Graphics

Web site management ... HTML / SGML / XML / XHTML / PHP / Cold Fusion ... Apache Web server ... Web site analysis ... W3C standards ... Web content development ... Perl / CGI ... Configuration management ... Image manipulation ... Graphics optimization ... OutStart Evolution ... Single Source Development ...

Computer O/S & Languages

Linux (Red Hat / SuSE) ... UNIX (Solaris / HP-UX / SCO) ... X-Windows ... Shell Scripts ... Microsoft Windows 10/8/7/2000/NT ... LaTeX ... VMWare ...

SUMMARY OF SKILLS *(Continued)*

Tools

FrameMaker ... Structured FrameMaker (SGML / XML) ... Microsoft Office Pro: MS-Project, Excel, Access, Power Point, MS-Query, Outlook ... Kile .. LyX ... LaTeX ... Open Office ... Dreamweaver ... Camtasia ... Quanta Pro ... HTML - Kit ... Homesite ... Pagemaker ... Lotus Notes ... Search Maker Pro ... Photoshop ... Adobe Illustrator ... GIMP ... GNU Tools ... Articulate ...

Other

Project Management ... Training Operations ... Netscape ... Internet Explorer ... ISO Compliance ... Totara Administration ...

CHRONOLOGY:

Philips Healthcare; Bothell, Washington

2006 - Present

TECHNICAL CURRICULUM DESIGNER / LEARNING LEAD

Responsibilities: design new technical course methodology; task analysis; competency definition; curriculum planning; instructional design; collection of course content materials; develop eLearning and blended learning instructional materials; train trainers; Totara administration; quality reviews; related operations..

S&T Onsite; Seattle, Washington

2005 - 2006

INSTRUCTIONAL DESIGNER

Responsibilities: collect, organize and develop course content materials; develop story boards; create instructional graphics; develop course presentations, instructor and student training matter for technical and non-technical audiences.

COMSYS / Venturi Partners; Bellevue, Washington

2004 – 2005

INSTRUCTIONAL DESIGNER

Responsibilities: collect, organize and develop course content materials; develop story boards; create instructional graphics; develop course presentations, instructor and student training matter for technical audiences; analysis and development of master class content.

TEKSystems, Inc.; Bellevue, Washington

2004

SENIOR TECHNICAL WRITER

Responsibilities: create Sarbanes-Oxley compliance documentation; test plans; gap remediations; interviewing subject matter experts; analysis of business and technical procedures; related duties.

AT&T Wireless ; Redmond, Washington

2003 - 2004

INSTRUCTIONAL DESIGNER

Work as part of an instructional design team to design, develop, and evaluate new product courses and learning solutions targeted primarily to Business Systems, Policies & Procedures audiences in support of national product roll-outs, on a quick turn-around basis. Responsibilities include:

CHRONOLOGY (Continued)

Holy Innocents Catholic Church; Duvall, WA

1998 - 2010

SYSTEM ADMINISTRATOR/WEBMASTER

Responsibilities: plan, implement and maintain servers (Linux); design and maintain web content; manage local mail services; manage mailing lists and other distribution systems; upgrade and troubleshoot software systems; facilitate integration with Windows clients.

Avaya Inc. / Accenture; Redmond, Washington (formerly Lucent Technologies)

2000 - 2002

INSTRUCTIONAL DESIGNER

Responsible for: curriculum plans, working with subject matter experts, instructors, and stake-holders to assemble course materials; preparation of instructor lead training materials, self-paced learning materials, and eLearning; department FrameMaker templates; research in document conversions; document server, web server, ftp server management and administration; preparation of procedural documents; conduct peer reviews and copy editing of source and final documents; coordination with other departments.

Inteliant Corp.; Bellevue, Washington

1999 – 2000

TECHNICAL WRITER

Responsible for: supporting multiple documentation projects; devising enterprise style guides and templates; research and recommendations for documentation systems – XML and UML compliant systems; preparation of planning and budgetary materials; organization of enterprise documentation archives; related functions.

Hall Kinion; Bellevue, Washington

1999

INSTRUCTIONAL DESIGNER

Responsible for: revision of course materials to include new material; review videotapes of new classes and produce instructor guides and companion materials; conformance with Chicago Manual of Style; revise existing materials to conform to style guide, update course presentations; related functions.

Superior Group, Inc.; Kirkland, Washington

1998 – 1999

TECHNICAL WRITER3

Responsible for: support of software development by writing process documents and end user documentation; assisting architects to describe and document enterprise architecture development and deployment strategies; writing and managing interactive intranet web sites; web standards development; assist in preparing usability assessments; prepare and revise specifications; configuration management; create HTML based online help systems; consult with project staff to develop schedules and requirements; editing; edits to Boeing Manual of Style; participation in cross-functional teams; create management presentations; organize documentation plans; assist with other activities and writing needs as required.

Wasser, Incorporated; Seattle, Washington

1997 – 1998

LEAD WRITER / TECHNICAL WRITER

Responsibilities: directing a team of writers to develop and maintain product documentation for leading edge software product; interview developers and coordinate documentation technical review process; manage localization hand-offs; scheduling; supervision of documentation build; documentation testing; supply HTML-Help documentation; liaison with other product teams.

Wall Data, Incorporated; Redmond, Washington

1996 – 1997

SENIOR TECHNICAL WRITER

Responsibilities: work with development teams to document new software, extend and update existing online help documentation, analyze requirements and resources to develop documentation plans.

Vectra Fitness, Inc.; Redmond, Washington

1992 – 1994

MIS DIRECTOR

Responsibilities: system administration, payroll supervision, operator training, research, system design, software selection and implementation.

CHRONOLOGY (Continued)

Easmar Associates, Inc

1990 – 1992

ASSOCIATE CONSULTANT / BUSINESS PLAN WRITER

Responsibilities: interview business clients to obtain financial information; organize information from consultants into a variety of formats for financial reports and business plans; devise and maintain client database records; create customized cash flow templates.

ETC Communications; Seattle, Washington

1984 - 1990

TECHNICAL WRITER / CONSULTANT

Responsibilities: write marketing, internal training, and white paper materials for clients; organize client documentation departments -obtain and implement networked hardware solutions in PC/Mac operating environments; train client personnel; develop individualized training materials and general curricula.

[LNP Basics](#)

[XML and Content Reuse Systems for Instructional Design](#)

[Product CBT Extract](#)

[Curriculum Map and Lesson Design](#)

[Facing Ethical Issues, an STC Book Project](#)

[NetShow Basics White Paper](#)

[Installation Checklist Example](#)

[Introduction to Asynchronous Transfer Mode](#)

AFFILIATIONS:

Excellence Award 2003-2004 Online Communication Competition

[Society for Technical Communication \(STC\)](#), Senior Member

[IWA – HWG International Webmasters Association / HTML Writers Guild](#), Member

[International Society for Performance Improvement](#), Member

[American Society for Training and Development](#), Member

[National Writers Union](#), Member

Washington State Notary Public

PUBLICATIONS:

XML Content Reuse Systems for Instructional Design

[eLearning Guild Journal](#),

Jan-March 2004 (3 articles)

Presenter, 2001 Pan-Pacific Conference

Documentation Tools for Linux

Society for Technical Communication, Region 10

Digest, Submissions of Technical Topics

Frame Users' Digest

1994-2002

REFERENCES:

[Excellent personal and professional references available upon request.](#)