Nancy A. Pickering

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Applications and Language

MS Office
    Word
    Excel
    PowerPoint
    Outlook
    Publisher
    Access
    Visio

MS Project
MS FrontPage

Adobe
    Acrobat
    InDesign
    Photoshop

Dreamweaver
RoboHelp
Help & Manual

Language
    HTML

Training

Copywriting home-study
PMI Project Management Institute
    Project Management:
    A Guide to PMBOK

Education

CDI Career Development Institute
    Programming
    Certificate, Business
    Applications
University of Minnesota
    Master of Fine Arts
University of Kansas
    Bachelor of Arts

Senior Technical Writer
Professional Summary

Experienced professional in Technical Writing, Documentation and Communication, and Design Implementation. Emphasis on User Education materials. Additional experience in departmental intranets, newsletter publishing, and Project Management.

Experience/Employment History

Independent Contractor and Self-Employed Consultant   **1/07−present**

Documentation Specialist–User Education, Editor, Presentation Designer, and Web Site Designer for various small businesses.

Express Scripts (ESI), Bloomington, MN

Permanent Employee   **1/05–12/06**

Independent Consultant (for Tail Wind Technologies)   **6/03–1/05**

Documentation Specialist for IT department of the third-largest Pharmacy Benefit Management company in the United States.

- Documented internal business processes behind mainframe applications, for audience of client admins and account managers.
- Created departmental intranet and designed new intranet distribution methods for documentation.
- Created, published, and distributed monthly newsletter.
- Created database to prioritize and track documentation requests.
- Served as Toastmasters President at ESI Bloomington location. **

Donaldson Company (for Rapid Application Deployment), Bloomington

Independent Consultant   **10/02–4/03**

Communications Coordinator for scientific engineering group of a large multi-national filtration company upgrading their internal custom software.

- Revised/expanded online JavaHelp system for custom prototype modeling tool.
- Created self-running, interactive tutorial.
- Updated content/graphics/site architecture for 45-page project intranet site.

Nextel Partners, Inc. (for Modis Incorporated), Eden Prairie, MN

Independent Consultant   **10/01–9/02**

Communications Coordinator for the Project Management Office (PMO) for national company-wide billing conversion project for division of cellular telephone company.

- Created and implemented an internal Intranet site to communicate project information to both business leaders and users.
- Set documentation standards for sharing and archiving project documentation, both on the network and within a web-based document management system.
- Formulated a PMO-led Risk Management strategy for the project.
- Edited 67 training lessons for intracompany users throughout the United States.

MLT Vacations, Inc., Edina, MN, 12/00–9/01

Documentation Specialist for the Project Management Office (PMO) in Information Services of a wholesale travel and tour company.

- Created, revised and implemented a Master Documentation Plan for business technology projects and processes. Included style sheets and templates.
- Created user education documentation in support of PMO-sponsored IS projects in the form of Quick Reference Guides, User Manuals, and a standalone WebHelp system.
- Training in Test Director; captured basic use in a Quick Start Guide for the PMO.

Consulting, 11/93–10/00

Analysts International, Edina, MN, 1995–2000   **Technical Consultant**

Senior Technical Writer, HTML Help Writer, Business Analyst, and Graphical Artist for contract durations of four months to two years.

Information Services projects included custom application development (client/server and web), e-commerce web sites, and a corporate intranet, requiring the production of requirements analyses and specifications documents and templates, user education and training materials, and on-line help systems.

Highlights

- Designed, co-wrote and edited a set of six User Manuals (600 pages) detailing a mail order pharmacy's procedural use of a customization of Lawson financial software (AP, AR, GL, CL, Billing). Led a team of seven Business Analysts and Technical Writers.
- Wrote the on-line HTML Help files (WebHelp) to accompany a web-based application, using RoboHELP HTML. Users were several thousand state and county employees scattered throughout Iowa.
- Devised a system to customize User Training Guide chapters for each of 16 autonomous business units of a state agency, while also tracking revisions for common chapters in one place to minimize maintenance tasks.
- Wrote one of six printed user manuals for a software product developed for national commercial distribution. Coordinated with team of five other writers.

Client Companies

Medical Reinsurance Company	Iowa Department of Human Services
American Express	Minnesota Department of Human Services
Bankers Systems	Minnesota Department of Agriculture
ValueRx/Express Scripts	U.S. West (Qwest)

Self-Employed Consultant, 11/93–6/95 and 11/00–present   **Independent Educator/Trainer**

- Designed and created business web site and continue as webmaster for www.stevemillaranddiamondhead.com. Continue to design flyers and brochures.
- Developed and taught seminars and courses in Windows 3.1 and WordPerfect for individual clients and for a small business owner of a computer hardware firm expanding their client services.

** Toastmasters International: At Express Scripts, I served as President and as Vice President Public Relations. I won the 1st place trophy in the Division Speech contest Fall 2006, and won 1st and 3rd place trophies in the District PR contest (flyers & brochures) Spring 2005. I have earned the Competent Communicator award and 2 Competent Leader awards.

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Further Employment History prior to 1993 available on request.