

# L'illette Vasquez

## Technical Writer/Editor; Web Designer/Content Developer

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### Summary of Qualifications

Over 20 years in business and technical communications, including roles as Documentation Project Manager; Technical Writer, Editor, Documentation Specialist; Web Site Designer, Internet/Intranet Content Developer, Editor; Graphics Designer; Instructor, Training Developer; Information Architect, Business Analyst; QA/Usability Tester.

- *Professional strengths:* Flexibility, efficacy as both independent producer and team member, leadership, communications, ongoing skills development, equanimity in high-pressure environments.
- *Documentation types:* user and technical reference manuals; installation guides; procedures and proposals; training and course materials; standards and guidelines; Web copy for e-marketing and e-commerce products and services; brochures and newsletters; white papers; business presentations.
- *Industries:* information technology, telecommunications, e-marketing, e-business, hardware development, software development, database development, automotive parts manufacturing, legal, cosmetics, restaurant management, business administration, non-profit.

### Experience Summary

#### Documentation Project Manager 10 years

Responsible for design and strategy, standards and controls, development, production and delivery for documentation projects. Ensured that final product most effectively addressed user requirements. Determined content specifications; managed staff, publication, and distribution. Frequently managed multiple projects in fast-paced environments with little supervision. Acted as liaison between project team members, including writers, developers, and business process owners. Reviewed processes, standards and tools to confirm efficacy, recommending changes where appropriate. Monitored and adapted workflow, delivery scheduling, and budgets to ensure timely and cost-efficient delivery of projects.

#### Technical Writer/Editor, Documentation Specialist 20 years

Wrote, revised, and maintained documentation for print, online, and multimedia delivery, including user and technical reference manuals for software, hardware and retail, help systems, multimedia presentations, business requirements and proposals, configuration and physical plant management, press releases, and marketing copy. As editor, frequently provided troubleshooting assistance for WinHelp, HTML Help and general documentation issues, either making necessary revisions or assisting responsible team member to effect best solution.

#### Business Analyst/Information Architect 5 years

Assisted project teams and managers to gather, consolidate and document business, technical and functional specifications; capture planning and implementation of proposed changes and new services or products; prepare and monitor business plans, project schedules, vendor relations, trouble and issue reporting, and change control.

**Instructor/Training Developer 4 years**

Delivered stand-up training and one-on-one mentoring. Determined training requirements, established inter-departmental programs, and developed training materials specific to course requirements, including white papers, test materials, and Web-based instruction. Provided training to writing team, project team members, departmental staff. Also taught adult classes at local community college.

**Quality Assurance/Usability Testing 4 years**

Verified and maintained high quality, accuracy and effectiveness of all documentation, monitored and interpreted system changes; and analyzed impact on existing documentation, Internet and intranet sites. Identified quality and usability issues, recommending solutions or elevating to appropriate parties. Performed iterative testing to ensure integrity of specifications of e-commerce site content.

**Web Designer, Content Developer, Editor 14 years**

Built and maintained Internet and intranet sites including initial concept and design, structure and navigation, content development, publishing and ongoing maintenance. Clients/employers include small local businesses, national corporations, telecommunications leaders, start-ups and established companies in the e-commerce and e-marketing arenas.

**Newsletter Editor/Content Writer 1 year**

Created newsletter for Llama Association of North America (LANA). Responsibilities include approaching potential advertisers, creating advertisements; contacting possible article contributors, often acting as ghost writer; compiling articles from other newsletter exchanges and determining best fit for each issue; gathering news, information and emails from posted veterinary and professional sites, as well as email correspondences to llama-related email list groups, and writing articles from information gathered. Perform layout and adjustment of articles within the newsletter, determining best locations, which articles should be edited, cut or postponed for another issue; and developing new style guide for the newsletter and individual page templates.

**Technical Summary**

All Windows-based unless otherwise noted

**Web Authoring/Multimedia:**

Adobe Acrobat, Dreamweaver, Director, Fireworks, Flash, Illustrator, Photoshop; Allaire Homesite; Barebones Software BBEdit; CoffeeCup (multiple applications); Quadralay WebWorks; RoboHelp Office; Microsoft FrontPage, Office Suite, Publisher; Netscape Communicator; HTML, DHTML, Javascript, JHTML, XML

**Productivity Applications:**

Adobe Framemaker, Framemaker+SGML (UNIX, Windows), Pagemaker; Lotus 123; Microsoft Access, Customer Resource Manager (CRM), Excel, PowerPoint, Project, Small Business Manager (SBM), Visio, Word; RFFlow; WordPerfect

**Courseware Development:**

Macromedia Authorware, CourseBuilder

**Operating Systems:**

Windows 98, NT, 2000, XP, Vista; UNIX; Macintosh

**Other:**

Dynabase derivatives (content management); Lotus Notes; WinCVS (version control); PkMS Warehouse Management System (Manhattan Associates WMS); Rational Rose/UML (software development); OneWorld Enterprise Resource Planning (J.D. Edwards ERP), MODx CRM; others

## Employment History (1995 – 2010)

### Permanent/Full-Time Positions

	<u>Title</u>	<u>Employment Date</u>
• <b>Rocky Mountain Llamas</b> Longmont, CO	Documentation Manager, Web Content Manager	08/2003 – present
• <b>in2action/i2 Technologies, Inc.</b> Dallas, TX	Documentation Manager, Training Developer	01/2001 – 06/2001
• <b>Scient Corporation</b> San Francisco, CA	Content Strategist, Technical Writer/Editor	04/2000 – 01/2001
• <b>GTE Telephone Operations HQ</b> Irving, TX	Technical Writer/Editor Instructor/Training Facilitator	10/1989 – 09/1995

### Contract Positions

• <b>CoSEIA</b> Louisville, CO	MODx Web Content Developer Technical Writer	11/2008 –12/2009
• <b>PassTime USA</b> Littleton, CO Technical Editor	Technical Writer	02/2005 –08/2007
• <b>Megalo Inc.</b> Boulder, CO	Technical Writer Technical Editor	09/2003 –02/2005
• <b>Praise Hymn Fashions</b> Richardson, TX	Web Designer Web Content Developer	07/2002 –09/2002
• <b>Expetec of D/FW</b> Richardson, TX	Sr. Account Executive Web Designer/Webmaster	04/2002 –02/2003
• <b>Efficient Networks</b> Richardson, TX	Technical Editor Technical Writer	04/2001 –02/2003
• <b>Mary Kay Corp.</b> Addison, TX	Documentation Manager Training Developer	12/2001 – 03/2002
• <b>Fujitsu Networks</b> Plano, TX	Technical Writer/Editor Training Developer	02/2001 – 04/2001
• <b>Collin County Community College</b> Plano, TX	Instructor: Technical Writing Training Developer	01/2000 – 05/2000
• <b>Nortel Networks</b> Plano, TX	Web Content Developer Instructor/Training Developer	01/2000 – 04/2000
• <b>PrairieTrail Software</b> Plano, TX	Information Architect Technical Writer/Editor	09/1999 – 12/2000
• <b>GTE Companies</b> Grapevine/Irving, TX	Business Analyst, Editor Documentation Manager	07/1995 – 09/1999