Monique Dietvorst

13 Chaparral Mews SE
Calgary, AB
Canada, TX 3J8
(403) 903-5706
msdietvorst@gmail.com
www.techrighting.net

Technical Writer/ Editor/Graphics

Adaptive technical writing and editing skills: Online help system content, Procedures, Instructions, System administrative notes, Training guides, User manuals, Policy documents, Release notes, Technical content ghost-writing, Layout and design, Illustrations and graphics. Please find a portfolio at www.techrighting.net.

COMPUTER AND WRITING SKILLS:

Proficient writer of software instructions for multiple software products (HTML pages, system administrative notes, technical notes, release notes, user manuals, commentaries, and install guides). Also internal documentation, such as style guides and corporate document templates.	5 Years
Technical skills include Macromedia Homesite / HTML / XML Ability to work with CSS and java/ Office 2003&2007/ Devtrak (software for tracking bug fixes and new features)/ Gemini/ Microsoft Visual Studio (source control plug ins)/ Adobe Photoshop/ Snagit/ Adobe Photoshop/ Adobe Professional/ Adobe Illustrator/ Adobe Technical Communications Suite/ Adobe Dreamweaver/ Adobe Robohelp/ Adobe Indesign / Adobe Framemaker	4 Years
Research and Interviewing of SMEs- building professional, comfortable relationships with stakeholders/ Designing and pre-planning interview questions.	5 Year
Excellent with organizing tools -. Excel (good with complicated spreadsheets to log multiple variables)/ Managing and organizing team document repositories (on the network or the online corporate portal)	4 Years
Audience Analysis (building audience matrices and identifying specific characteristics, such as age, education level, handicaps, attitudes towards documentation etc.)	5 Year
English and Spanish	n/a

EDUCATION: 2000 – 2006   BA (English) University of Calgary

EMPLOYMENT:

Contractor At Techrighting.net :
April 2012-Present

***List of Software Skills/Tool set*:** I am a quick and adaptive learner of many software tools, and I require little instruction.

Video software: *Captivate* and *Camtasia*	In 2011, geoLOGIC bought the *Adobe Technical Communication Suite*, and I began making instructional videos. Please see my website for a sample video. geoLOGIC also used *Camtasia*.
Screen-captures: *Snagit*	Beginning in 2002, I used for *Snagit* for all screen-captures geoLOGIC employs a style guide with self-designed stamps. Please see my website for sample screen-captures In 2009, geoLOGIC upgraded from *Snagit 8* to *Snagit 9*.
Word Processors: *Word, Open Office*	I have used a word processor since the beginning of my education. I have some samples of formatting of word documents in both my hard copy portfolio and website.
Layout Tools: *Indesign, Framemaker, Illustrator, Publisher*	I have used *InDesign* to create flyers and posters since 2011. I have built many *Framemaker* documents and books (since 2008) and am comfortable with the formatting and functions. I used *Illustrator* and *Publisher* to build custom-sized documents, such as tradeshow posters and banners. Please view my website for examples of prize-winning tradeshow posters.
Online: *Robohelp, Dreamweaver, Citidesk, Wix.com, Homesite*	I have built websites and documentation using all these tools, at various points between 2007-2012. Most of the online documentation at geoLOGIC is html code, and they preferred an HTML editor, such as *Homesite* (2007-2012). I have built *Robohelp* Flash Help files (2012), and used *Citidesk* and *Wix.com* to build custom websites (2012).
Graphics: *Photoshop, Gimp*	*Photoshop* is necessary for a great majority of help documentation, as many special graphics cannot be compiled or adjusted in *Snagit* (2007-2012). Please see my website for many detailed examples of photoshopped screencaps and images, built from 2007-2012.
PDF: *Adobe PDF Professional*	Although there are programs to automate conversion of *Framemaker, Word* or HTML documents into pdfs, my supervisor was not satisfied with the formatting of automated results. I used *PDF Professional* to make PDFs more user friendly, such as adding custom links and other custom fields (2007-2012).
File Transfer: *Filezilla*	At geoLOGIC, I was responsible for compiling a list of edited or new files, and copying over the files at the Telus server. I currently use Filezilla for my own portfolio website (2007-2012).
Presentations: *Powerpoint, Excel, Visio, Mindmap*	geoLOGIC has three release cycles every year. I was responsible for presenting highlights, improvements and the release notes to a morning group of managers and staff. I produced charts and graphs with *Visio, Excel,* and *Mindmap*.
Spreadsheets: *Excel*	The department tracks and labels assignments for the Release Notes. To track status, due dates, comments, and persons assigned to tasks, my team created a complicated spreadsheet to track all changes to the help system and to share notes about progress.

Software Tracking Systems: *Gemini, Devtrak*	Software companies usually have some sort of procedure to track a new feature or bug fix request. From 2007-2010, geoLOGIC used Devtrak. Requests were tracked through this system. The task would be moved from design and development, to a technical writer for documentation of the fix or feature. Gemini works in the same manner. (20010-2011).
Office Email: *Outlook, Lotus Notes*	Most offices prefer their employees to communicate by either *Outlook* or *Lotus Notes*. I am proficient at both. I used Outlook at geoLOGIC between 2007-2011. I currently use *Lotus Notes* for contract work, on my laptop.
Mobile Devices:	Mobile documentation is different than webpages. For example, the layout is vertical, rather than lateral. *Adobe Technical Communication Suite* includes a product to preview any online documentation for mobile device layout and design.

Special Projects

Calgary Chess Club
The Calgary Chess Club provides instruction, networking and tournaments to Calgary chess enthusiasts.
The president had previously written a webpage with a well known utility, but the site lacked usability and received negative user feedback. With some help from www.techrighting.net, the organization reorganized the look and feel of the website, and as well as fine-tuned some specific problems areas. To improve usability, we added or deleted white space, moved important content, added links where necessary, suggested more consistency to the font and table of contents, fixed problem links, photoshopped and improved graphics, removed copyrighted graphics, added photos of executive members, and removed computer jargon.

Darrin The Cleaner Dry-cleaning Chain
Darrin the Cleaner is a small family business that provides dry-cleaning, repair and laundering services in South Calgary. They have four locations in South Calgary.

The result was a web-site with a look and feel that is appropriate for a dry-cleaning chain. Several tools were used, such as *Dreamweaver* and *InDesign* to create posters, flyers, and a web page.This small family business needed a corporate 'facelift' to improve the image of the business. Previously, the family had used hand made signs for store windows. While the business provided a quality cleaning service to the surrounding community, customers in 2012 are expecting computer- generated graphic signs, printed flyers with price lists, and a website that is mobile-friendly.
With some help from www.techrighting.net, pamphlets and printed signs (with graphics and other pertinent information) give the business a more modern and professional appeal. The business currently directs it's customers to the website for location addresses, reward card information, promotions, and a price listings.

Volunteer in Cusco, Peru, and Manu Reserve in Peruvian Amazon:
October 2011 – April 2012,   Maximo Nivel
For five months I volunteered in Cusco, Peru and the Amazon Rainforest. It was a self development exercise and a life long dream. I lived with a local family, where I was able to experience Spanish immersion. In the hospital, I cared for disabled children by reading to them in Spanish, and helping with occupational therapy and feedings. In the Manu Reserve project, I tended to a medicinal garden, helped rehabilitate orphan Red Howler monkeys, tended to a reforestation project, and helped build a healthy relationship with the local native reserves. I did Spanish and English translations for American volunteers and Spanish forest engineers.

Technical Writer:
October 2007 – October 2011, geoLOGIC systems ltd
geoLOGIC is a software company that develops tools for oil and gas analysis. The premier product is *geoSCOUT*, which is a complicated mapping software package for the Western Canada Sedimentary Basin. *geoSCOUT* locates and analyses the properties of drilling locations. I wrote and maintained geoSCOUT's comprehensive help system.

I worked with a team of three other writers to produce instructive documentation for a specific client base. I worked under a supervisor, but I was a team lead and I managed many of our new projects. geoSCOUT is mostly used by specifically trained, college-educated professionals. There are many engineering or financial concepts present in geoSCOUT. I taught working professionals how to use the software through the online help system.   A typical day at geoLOGIC would include:

- Attending a morning meeting daily, and consulting with colleagues about daily customer priorities
- Building client profiles (age, English language level, other demographic characteristics, etc...) At geoLOGIC, the main target audience is educated, English-speaking Oil and Gas executives. Some customers include landsmen, engineers, and finance specialists.
- Providing a daily time stamp report, and reporting work activity (Use Timestamps application)
- Using source control to retrieve write-protected online documentation (Use *Microsoft Visual Studios* with a source control plug-in)
- Reading technical emails or design specifications for new features. I can also read *Gemini* for new features. The *Gemini* system tells me exactly which customers, developer and design team is associated with the new feature.
- Opening up Homesite (HTML editor) and writing the new content, taking screen captures of *geoSCOUT* with *Snagit*. I can also add arrows, text or cursors to the images. I can also manipulate the image with *Adobe Photoshop*, or *Illustrator*.
- Consulting shared *Excel* documents and list any changed files; using this list later to see which files need to be uploaded on the server.
- Self-checking the document, with an editing matrix that I previously developed in *Excel*
- Sending off completed documents to the developer and a team member for editing.
- Adding edits from stakeholders.
- Discussing complicated edits with the stakeholders
- Maintaining the team style guide. Discussing possible changes with my supervisor and team members
- Checking the '.html' pages back into source control and ask my team to "Get new". This synchronizes our hard drive copies of all online documentation.
- Receive an *Excel* spreadsheet of all altered files and building a folder structure from *Windows* explorer view. The folder structure matches the folder structure of the *Telus* server.
- Sending files to *Telus* for publication , using an online publishing tools such as *Filezilla* or *Website Publisher*. The company has entrusted me with the password.
- Attending various meeting requests throughout the daily to discuss documentation priorities. Requests for documentation mostly come from the Support and Sales teams.
- Following up with support team, and ensuring customer needs were met.

Special Projects
- Since working at the *geoLOGIC*, I have produced many unique documents to help address customer needs. I initiated a new pilot Help system for a secondary software product, *petroCUBE*, which previously did not have any documentation.

- *geoLOGIC* hopes to convert to topic based authoring in the next few years. I designed a pilot project by dividing the current *petroCUBE* document into topics and organizing the topics into a spreadsheet (with key word headings).

- I was permitted to spend about 10 percent of my time for educational purposes. I attended the *Madcap* seminar in Calgary, on March 15 2010.

- Two years ago, I attended the New Heights seminar in Calgary. The topic was Information Architecture and I still keep my notes for reference.

- I participated in a company-wide marketing contest. We were to produce posters, with our unique geoSCOUT projects. I won first place with my poster, *Well Spacing in geoSCOUT*.

- After one year of employment, I received the monthly Employee of the Month award. This is awarded to employees who go above and beyond on the job, on a daily basis.

Main Roles:
- Producing Online help, user guides, install guides, or any special customer request

- Publishing content via *Filezilla*.

- Peer Editing

- Manage complex group tasks into *Excel* matrices

- Offering suggestions for improvement to current practices and documentation

CERTIFICATIONS:
2007 Technical Writing Certificate- Mount Royal University
- General Tech Writing course

- Preparing User Guides and Training Manuals

- Online Documentation

- Layout & Design

- Indexing

- Policies & Procedures

- Design Specifications

- Framemaker

- Robohelp

- Photoshop

INTERESTS AND ACHEIVEMENTS:

I am an active person with many interests. My interests include Spanish and Spanish courses, aerobics classes, kickboxing, fiction writing, painting pottery, snowboarding with friends, and reading classical literature.

Multiple Sclerosis Calgary: I am a regular volunteer at the Multiple Sclerosis Society. I have volunteered at the M.S. Society since 2002. I am involved in administrative work, the Bike Tour, the M.S. Walk, assisting patients with craft nights, and other tasks. I volunteer there on an on-call basis during my spare time.