



CONSULTANT PROFILE

AT A GLANCE

Knowledge and experience in the ADDIE methodology to create training for eLearning, ILT, webinar, and self-paced delivery modalities.

Expertise in needs analysis, specifically related to systems and technical products, and providing recommendations that align with business objectives.

Experience and skills in developing technical documentation and training on software application concepts, infrastructure, databases, and procedures for all user-levels.

Experience developing technical documentation and training for regulatory compliance in finance.

Tool expertise includes 10 years with RoboHelp, 14 years with MS Office Suite, 5 years with Adobe product suites.

Ability to communicate effectively and efficiently with SMEs and Key Stakeholders.

SOFTWARE SKILLS

Microsoft Office Suite
Microsoft Visio
TechSmith SnagIt

Full list of tools on last page

ELIZABETH BURKE: TECHNICAL COMMUNICATION PROFESSIONAL

Elizabeth is a Technical Communication professional with over 15 years of business experience. Areas of expertise: needs analysis, instructional design, content development, user documentation, template and formatting standards design, proposal writing, installation guides, system administration guides, online help systems, project management, requirements gathering, editing, and compliance and regulatory documentation and training for the financial industry.

EXPERIENCE

The CARA Group, Inc.
Senior Technical Writer
2010 – Present

Internal CARA

- Member of CARA's Consultant Advisory Board to support and shape the consultant base of CARA's talent pool.
- Conduct peer interviews to assist in the qualification of CARA's talent pool.

Client: RR Donnelley (Feb. 2016 – Aug. 2016)

- Developed and produced multiple user guides for proprietary and customized internal applications and processes.

Client: Combined Insurance (Apr. 2016 – Jun. 2016)

- Developed standards and guidelines for internal writing requirements of the training development. Provided editing services for the agent and team manager development training. Developed professionalism-training module.

Client: Discover Financial (May 2013)

- Provided editing services for the Home Equity Sales Agent Training.

Client: Accenture (Mar. 2013 – Apr. 2013, Mar .2014 – Apr. 2014)

- Researched learning platforms and programs developed by client, *multiple submissions over multiple years.*
- Interviewed key stakeholders to interpret and communicate the substance and value of the learning experience and programs for submission.
- Worked with stakeholders, interpreted and developed analytic data identifying the value and success of programs.
- Completed entry submission forms with clear and concise information, *including narrative and multi-media visual components.*

Client: Zurich (Jun. 2012)

- Provided editing services for the Underwritings Training Program. Reviewed for consistency to the style guide and for grammatical accuracy.

Client: Tellabs (Sep. 2011 – Mar. 2012)

- Developed and produced a Visio presentation of the Learning and Development production flow for course development. Presentation is used to guide cross-department teams for the request of training support resources and timeline expectations.

Client: Fenwal (Jun. 2011)

- Performed analysis, using a Focus Group, of existing authoring tools used to produce Fenwal instrumentation Operator Manuals for regulatory submissions.
- Produced a *Findings and Recommendation* report including test data showing a reduction in resource and time costs associated with a change in authoring tools.
- The *Findings and Recommendation* report also provided an Implementation Plan to transition to the new authoring tool, and a plan to migrate existing documentation collateral.

Client: Grainger (May 2011 – Dec. 2011, Apr. 2013 – May 2013)

- Edited a variety of training deliverables including instructor and participant guides, PowerPoint slides, and job aids.

Client: Abbott Molecular (Aug. 2010 – Oct. 2010)

- Designed and developed a two-part training presentation on new SmartSolve features and functionality for Abbott Molecular.

Client: Abbott Labs (May 2010 – Sep. 2010)

- Designed and developed multiple technical and training presentations, user guides, and quick reference job aids for the Global Pharmaceutical Regulatory Affairs (GPRA) division of Abbott Labs. The presentations and documents served many different areas of Abbott and encompassed all levels of user-experience and technical expertise.
- All projects required the development and management of the project efforts, including overall time line, milestone deliverables, and reviews.
- All projects involved concurrent development of multiple documentation deliverables.
- Engaged with stakeholders, content experts, and users to perform needs assessment and content scope.
- Completed all projects under budget, meeting stakeholder expectations and department standards.
- Designed and developed training presentations, procedural user guides, and job aids for the following content areas:
 - ISiWriter tool – Software to create regulatory submission documents
 - DocXtools – Software to analyze documents created with ISiWriter against Abbott and regulatory submission requirements
 - eMU – Electronic Migration Utility to import regulatory submission documents to the Abbott eDocs repository
 - Lotus Notes – Database repository of registration requirements for regulatory submissions
 - New Product Introduction (NPI) tool –Abbott software tool to track the proposal, approval, and lifecycle for pharmaceutical introduction in one or more countries

- Independently learned the ISIWriter and DocXtools products for GPRA operational procedures.
- Tested and identified ISIWriter and DocXtools issues during the software development cycle.
- The Database User Guide covered information and procedures to retrieve and view data, populate the database with submission requirements data, and administer the database.
- Developed training for the Abbott NPI tool and recorded as a WebEx session. Additionally, developed a User Guide that provides a quick reference of the WebEx session material.

Independent Consultant

Technical Writer/Instructional Designer/Project Manager

Jul. 2010 – Present

Client: G4S NSSC (Jul. 2016 – Aug. 2016)

- Developed standards and guidelines for internal writing requirements of the NSSC division for security of nuclear power plants.
- Developed updated AVSS Operator's Manual incorporating with new features and functionality.
- Developed updated template for documentation generation.

Client: Enterprise Recovery Systems (Jun. 2013 – Mar. 2016)

- Launched and managed internal Technical Publications department consisting of both onsite and remote staff.
- Employed both strategic and tactical project management principles to anticipate and manage project issues and risks.
- Analyzed, designed, and developed regulatory compliance policies, processes, procedures, and informational documentation for company-wide employees.
- Developed compliance-training materials for executives, management, and call center employees.
- Established company-wide standards and guidelines for all business communications including technical documentation and training materials.
- Developed and instructed internal employees in technical writing and training development.
- Ensured quality and consistency of documentation and training deliverables throughout the product life cycles complying with regulatory law.
- Worked with stakeholders, subject matter experts, and other team members.
- Worked with Legal staff to develop and produce series of regulatory communications for business and educational customers.
- SharePoint administrator for the Corporate Compliance department.

Client: REMPREX (Oct. 2011 – Apr. 2013)

- Launched and managed internal Technical Publications department consisting of a team of three junior writers and a visual designer for company-wide documentation and multi-media needs.
- Served as a communication expert for several divisions including Information Systems, Technology Services Group, Terminal Services, Human Resources, Training and Development, and the entire executive team. Designed and developed a technical briefing and multiple client proposals that resulted in REMPREX receiving several multi-million dollar contracts, including their largest single contract, which was in excess of \$16 million.
- Requested by the President to spearhead external communications involving proposals, promotional materials, and informational documents. Managed all aspects of the Technical Publications team including recruitment, schedules, projects and deliverables, software evaluation, and usability testing.

- Oversaw an external vendor team in the updating and expansion of the REMPRES client portal. Launched the REMPRES internal Microsoft SharePoint site using both external and internal resources.
- Recipient of Society for Technical Communications Chicago Chapter 2013 competition awards of Excellence (2) and Merit (1) for REMPRES documentation.

Client: City National Bank (Los Angeles) (Oct. 2012 – Feb. 2013)

- Documented policies and procedures of the Interactive Marketing department for audit level needs.
- Content incorporated all department operations, including business continuity plan, vision statement and roadmap, roles and responsibilities, social media and web content policies and procedures, and digital style guide.
- Worked with subject matter experts and executives in a remote capacity to gather content and subject information.
- Created a new presentational style for all documentation.

Client: BMO Harris (Sep. 2011 – Apr. 2012)

- Developed and produced procedural documentation for the launch of new software for online loan application requests and processing.
- Developed and produced call center scripts for agent interactions with customers for existing and new application procedures.
- Served as content expert for the call center staff for the new online loan requests and processing application.
- Developed architecture documentation for Channel Integration team operations.
- Assumed the documentation role for a secondary Harris Online Banking project effort as resources transitioned to other jobs, concurrently with the new online banking project.
- Built and managed the Technical Publications team for the Channel Integrations.
- Developed operational flow diagrams for online loan processing.
- Maintained and updated the weekly cross-functional executive-level status presentation for the Channel Integration team.

Client: DeVry (Jun. 2011 – Aug. 2011)

- Designed blended training modules for an enterprise management software system for students, faculty, staff, and partners.
 - Responsibilities included needs analysis, task analysis, content gathering/knowledge transfer, content instruction, storyboards and scripts, criterion referenced tests, evaluation reviews and testing, and application of evaluation revisions. Delivery modality designs included eLearning, instructor led, webinar, and documentation of instructor guides, participant guides, job aids, and user guides.
 - Content areas encompassed: Manage Admissions (transfer articulation, student centric periods), Catalog Management (design/update course catalog), and Manage Academic Schedule (design/update academic schedules, manage faculty assignment, location management).

Client: Xecuritas (Jul. 2010 – May 2011)

- Designed and developed product documentation for e-mail anti-spam and filtering software solutions.
- Engaged with content experts to address the user knowledge base and customer needs.
- Product documentation included on-line and paper-based documentation, delivered electronically, for all user-levels, system administrators to end users.
- Designed and developed documentation layouts for new vision and presentational approach.

Syntellec (formerly Apropos)**Technical Publications Manager, Senior Technical Writer II, Senior Technical Writer I, Technical Writer****Apr. 1997 – Mar. 2010****EDUCATION**

- Master's degree in Instructional & Training Technology, Governors State University, 9 hours toward degree
- Bachelor's degree in Communication Technology, Governors State University
 - Emphasis in Instructional and Training Technology
 - Received academic scholarship award and graduated with honors

AWARDS

- REMPREXCELLENCE Award – Going Above and Beyond, REMPREX, May 2012
- Special Recognition Award, Apropos Technology, "Going Above and Beyond," June 2004
- Received annual awards on documentation for Apropos, 1998 – 2004
- Honored with over 43 awards in annual Society for Technical Communication, Chicago Chapter, Technical Publications, Art and Online Communication Competition, (1998 – 2013)

PROFESSIONAL AFFILIATIONS**Society for Technical Communication**

- President, Chicago Chapter (16-17, 11-12 terms), Host chapter for the 2012 STC International Summit
- Vice President, Chicago Chapter (15-16, 10-11 terms)
- Immediate Past President, Chicago Chapter (12-13 term)
- Co-manager for the STC Chicago Chapter Technical Communication Competitions (15-16, 09-12 terms)
- Program Manager (13-14 term)
- Internship Committee Manager (12-16 terms)
- Secretary, Chicago Chapter (09-10 term)
- Active member and volunteer, Chicago Chapter
- Responsible for entry requirements, including submission documentation, for the Society of Technical Communication Chapter and International level competitions, 1998-2013, resulting in over 43 awards including the top honor of Distinguished.

ADDITIONAL SOFTWARE SKILLS

Adobe Acrobat Professional, Adobe RoboHelp, Microsoft Project, Microsoft Publisher, Microsoft SharePoint, PaintShop Pro, Serena Mashup, Adobe Photoshop, Captivate, Lotus Notes, Microsoft Access, LeaderGuide Pro, Help+Manual