

Mary Womble

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Dynamic technical writer and problem solver with over 20 years experience in technical communication projects. Ability to assess documentation needs and work with subject matter experts (SME) to prepare materials that are both useable and compelling. Focused on writing that reflects the corporate "voice" to various audiences and facilitates the use of consistent standards.

Experience

Created documentation and training materials for clients in the following markets: IT, scientific research, insurance, government services, industrial controls, retail, and public radio. Designed websites and managed content for education, non-profits, job listings, retail, and Rotary.

Here are three examples of contract writing positions I've held:

Client: Document Management Group (DMG) at Progressive Insurance Company in Mayfield Heights, Ohio

The Challenge – Outdated, duplicate procedures and system documentation stored on multiple databases. New form creation software procedures and server-based policy and billing systems needed to be documented and communicated to business and legal departments, as well as IT management.

Action Plan – Work with several groups to develop procedures and documents for DMG:

- Interview programmers, developers, and managers to assess existing documentation problems.
- Research and implement a useable documentation management system.
- Write new procedures and substantially edit procedures still in use.
- Work with business analysts and SMEs to create system documentation.

Results – Completed the following during the 11 month contract:

- Researched six document management systems and presented findings to management.
- Designed the Microsoft SharePoint team site and taught document owners how to use the site.
- Created a documentation style guide and template.
- Implemented document versioning and sign off procedures.
- Edited the DMG procedures manual that is used to initiate and complete projects with DMG.
- Wrote new form creation procedures, created business-to-business workflow charts, and developed the policy and billing high-level system overviews.

Client: Allen Bradley division of Rockwell Automation in Mayfield Heights, Ohio

The Challenge – Update documentation and training materials for industrial control products.

Action Plan – Work with SMEs and use established Rockwell standards and procedures.

Results – Completed the following:

- Developed training units for the DeviceNet seminar lab.
- Updated installation manuals and product specifications for the AutoMax Processor Card.
- Created online Help for the AutoMax Ladder Language Editor.

Experience (cont.)

Client: CBOSS Internet in Boardman, Ohio

The Challenge – Create system documentation, website content, training materials, and proposals.

Action Plan – Work with programmers and project managers to develop documentation for customers and programmers. Work with business analysts to respond to RFPs for competitive business opportunities.

Results – Wrote and managed documentation over a multi-year contract:

- Established a documentation style guide and templates compliant with ADA Section 508 for accessible electronic and information technology products and services.
- Developed end-user and administrator manuals for multiple online systems.
- Created wireframe and requirements documents for county and city online services including business permits and tax payments.
- Edited Visio diagrams and content for online charitable gaming registration, complaints, payments, and reporting systems.
- Wrote a white paper on the benefits of online license plate registration citing the statistics of the successful OPLATES.com system developed by the company for the state of Ohio.

Other Relevant Achievements

- Awarded honors for excellence in online Help and software reference and user guides by the NE Ohio Chapter of the Society for Technical Communication (STC).
- Project managed a global merchandising campaign of focused products including managing a \$145K budget, directing technical photography, coordinating translation into five languages, scheduling global distribution, and writing a companion features and benefits sales guide.
- Developed a procedure using centrifugal filters for newly developed molecular biology techniques that was accepted by *Current Protocols in Molecular Biology*, a regularly updated authority on techniques used in biotechnology research.
- Implemented a cost containment strategy realizing a savings of \$12K/year by cardboard recycling.
- Wrote laboratory procedures and documentation for ISO 9000 certification.
- Co-authored four papers in peer-reviewed scientific journals and 11 abstracts for presentations at national and international meetings.
- Managed semi-annual fundraising campaigns and membership development for public radio: Had a record breaking campaign that netted \$8K over the goal. Obtained the largest underwriting contract.

Education

Certification in Professional Grant Proposal Writing, *The Grant Institute*, Ann Arbor, Michigan, 2008

Graduate Certificate, Professional Writing & Editing, *Youngstown State University*, Youngstown, Ohio, 1997

BBA, Management, *Cleary University*, Howell, Michigan, 1993

BS, Zoology, *Michigan State University*, East Lansing, Michigan, 1979

Expertise

Microsoft Office: Word, Excel, PowerPoint, Visio, SharePoint

ePublishing: Homesite, RoboHelp, WebWorks, FrontPage

Graphics: SnagIt, Photoshop, Microsoft Picture Manager

Professional Membership

STC, Northeast Ohio Chapter

Rotary Club of Youngstown