

KATHERINE STARK
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Summary of Qualifications:

20 years documentation experience to include online Help files, online documents, training guides, end-user manuals, operations guides, system guides, and marketing materials

12 years managing and supervising experience

2 years training experience (MS Word, Excel, PowerPoint, etc. and custom-designed software)

Technical skills include RoboHelp HTML 2002, MS-Office, (Word, PowerPoint, etc.) FrameMaker, PageMaker, Adobe Acrobat, and Visio

Work Experience:

University of South Florida, Tampa, FL

Consultant/Program Coordinator – June 01 to June 02

- Provided consulting services for the planning and designing of the Technical Communicator Certificate program, and for the portfolio evaluation process.
- Coordinated and managed the student portfolio evaluation process, including reviewing and grading all student portfolios, and preparing the final evaluation returned to each student.

TSI Telecommunication Services Inc., Tampa, FL

Technical Writer – February 00 to Present

Consultant with TTP&C at TSI for six months, and became permanent employee June 19, 2000.

- Write, edit, and proof end-user documentation for six software products, for internal and external customers. Materials include: online Help files, user guides, training guides, and operations guides. Work directly with programming staff during development and testing stages.
- Maintain four Intranet web sites to include updates, posting product documentation, and report and hyperlink troubleshooting.
- Participate and lead several department committees to research tools needed, documentation standards, and developed new deliverable formats for system guides and operations guides.

Resource Solutions, Inc.

Contract assignment at PriceWaterhouseCoopers, Tampa, FL

Instructional Designer – July 99 to February 00

- Designed and developed participant workbooks to accompany interactive computer-based training applications used for self-study training classes.
- Designed and developed instructional materials for instructor-led training sessions.

Volt Services Group, Indianapolis, IN

Contract assignment at Eli Lilly and Company

Y2K Test Lead/Technical Writer – March 98 to March 99

- Wrote Y2K test design plans, test results reports, and test scripts for in-house and third-party software applications.
- Managed and coordinated test events and tasks to meet or exceed project timelines. Edited internal documents to provide consistency and continuity throughout applications.
- Created progress reports and presentations for quarterly reporting, and prepared After Action Review Session documents to capture lessons learned during testing, and to share across products.

ICMS, Marion, IL

Sr. Technical Writer – March 97 to March 98

- Created system documentation, user manuals, programmer guides, and online Help files for custom-designed software applications.
- Created training workbooks and brochures for company offered classes: Microsoft Word, Excel, PowerPoint, and internal products, and assisted with customer training, as needed.

Taylor Technical Publications & Consultants, Tampa, FL

Consultant – July 95 to June 96

- Wrote, edited, and produced user manuals for fire and police dispatch software applications. Created programmer guides for various software applications.

Freelance

Technical Writer/Consultant – July 95 to July 96

- Contract Assignment with Imperial Irrigation District, Imperial, CA
Wrote, edited, and produced end-user guide and systems manual for an in-house proprietary system.

Val-Pak Direct Marketing Systems, Largo, FL

Sr. Technical Writer – April 94 to July 95

- Wrote, edited, and produced documentation for internal and external customers, in a fast-paced advertising co-op. Materials produced include system guides, user manuals, training materials, installation guides, and quick-reference sheets for hardware and software.

National Assessment Institute, Clearwater, FL

Publications Manager – June 91 to January 94

- Supervised the assignments and daily tasks of three writers, and was responsible for hiring, training, and evaluating performance of writers in the Publications Department. Coordinated projects between the state licensure and certification programs to ensure proper documentation was released with the products. Deliverables included marketing literature, study guides, candidate information bulletins, and proposals.
- Lead writer for the production of a set of books published by Prentice Hall for Safe Food Management Program (Instructor's Manual, Student Workbook, and Study Guide).

Computerpeople, St. Petersburg, FL

Writer – March 91 to June 91

- Fulfilled a short-term contract with Operation Par, Inc. to design and edit course curriculum, training manuals (instructor and student), and classroom materials for alcohol and drug rehabilitation training and development workshops.

Precision Software, Inc., Clearwater, FL

Sr. Technical Writer – February 90 to March 91

- Created and updated literature for telephony and voice-response software systems, to include: user manuals, hardware and technical manuals, proposals, statements of work, and functional specifications.

Tyler Business Systems, Inc., Largo, FL

Publications Manager – July 86 to February 9

- Started as technical writer and advanced to Publications Manager. Managed, planned, and coordinated the production of all documentation and training materials for retail management software application (e.g., Purchase Orders, Sales Transactions, Inventory, A/R, A/P, GL, and Fixed Assets). Worked closely with programmer analysts, and assisted with quality control.

Education:

St. Petersburg College – Classes related to A.S. in Business Administration and Management
Seminole Sr. High School, Seminole, FL

Affiliations:

Society for Technical Communication (STC)