

Suzanne Dulin

Stony Brook, NY

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Summary of Qualifications

- Highly experienced technical writer and editor
- Award winning web and print designer, technical illustrator, and photo editor
- Developer of entertaining and informative computer based training
- Clear, effective trainer both one-on-one and in a classroom setting
- Work samples may be viewed online at www.suzannedulin.com/samples.html

Computer Skills

Summary: Hands-on experience with all commonly used word processing, photo editing, illustration, and page layout software; easily pick up in-development software running on any platform

- MSOffice: MSWord, PowerPoint, Excel, Outlook
- Web Design: Dreamweaver, FTP software
- Paint Programs: Photoshop
- Drawing Programs: Illustrator, Freehand, CorelDraw
- Flowchart: Visio
- Online Help File: RoboHelp
- Page Layout: InDesign, PageMaker, Interleaf, Framemaker
- Screen capture programs
- O/S: Windows, Mac, UNIX
- Programming Languages: HTML, can read C++ and other commonly used languages

Education

Bachelor of Arts, Philosophy, Tulane University, New Orleans, LA. May, 1991.

Non-credit classes:

- Photoshop, online course through Cape Fear Community College
- Beginning and advanced web design, Cape Fear Community College
- Introduction to UNIX, Hughes on-site training
- Basic and Intermediate HTML, Hughes on-site training
- Visual Basic Introduction, Compu-Ed 2000
- Intermediate Excel, Compu-Ed 2000

Current Position

Technical Writer (Full Time)

VTS Medical Systems, LLC, Melville, NY, 9/08 – present

- 2010 Gold Marcom Award winner for outstanding creative achievement in the corporate branding category
- Project manager - new company intranet (completed): Kept the project on time and on budget. Oversaw vendors for software development and design. Collaborated with IT department to ensure network security and to collect search engine data.
- Design easy to navigate user interfaces (GUI) and eye-catching logos for a variety of prototype projects
- Write, maintain, and distribute all documentation, including user manuals, installation guides, and work procedures. Follow ISO 9001 and 13485 documentation management procedures and guidelines.
- Stay on top of the latest revisions to development software and R&D engineering products, take and edit screen captures, shoot and edit photos of in development products, and communicate new functions and features to sales and marketing team members.

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Previous Experience

Technical Writer (Contract)

Fatwire, Mineola, NY

3/08 – 9/08

- Worked closely with developers to update documentation for upcoming release to web content management software, including updating screen captures, revising text due to changes in functionality, and writing new chapters for new features.
- Wrote for a variety of audiences, from technically unsophisticated end users to web developers.

Technical Writer (Contract)

tii Network Technologies through Nationwide Staffing, Edgewood, NY

12/07 -2/08

- To meet a tight deadline for the rollout of a new company website, edited and updated technical sales materials for telecommunications company.
- Manipulated product photos to create new products, removed old logos from existing product photos and Photoshopped in new logo so it appeared embossed or printed onto products.
- Designed new look for installation instructions formatted for print and web distribution.

Web Designer, Trainer

Self employed, Wilmington, NC

1/01- 7/07

- Delivered group and individual training in Adobe Photoshop, Desktop Publishing programs, Microsoft Office, and email programs through local computer firm. Helped job seekers gain basic computer skills needed for working with local companies.
- Oversaw major redesign of yoga website and discussion board, resulting in the discussion board becoming one of the most popular on its subject.
- Oversaw the transition of yacht club website to a new technology with interactive features.

Technical Writer (contract)

Best Software, Inc., Vienna, VA 12/99 - 4/00

Hughes Network Systems, Gaithersburg, MD 9/98 - 5/99

Best Software, Inc., Vienna, VA 4/98- 8/98

- Working closely with the interface developer, wrote a detailed software design plan for a new web based accounting software program.
- Debugged an automated process that translated a 1000-page print user manual into web pages.
- Wrote and designed print and web based user manuals for accounting software.

Technical Writer (full time)

Excalibur Technologies, Columbia, MD

6/99-12/99

- Assisted in brainstorming phase of development for new search engine software.
- Gained detailed understanding of search engine technology.

Technical Writer (full time)

Shimadzu Scientific Instruments, Columbia, MD

11/96- 3/98

- Edited and reorganized 20 page marketing brochure for mass spectrometer.
- Assisted in help file development.

Technical Writer and Trainer (contract)

R & D Lab, Cingular Wireless, Atlanta, GA

10/94-11/96

- Served as assistant product manager for a new cellular phone. Worked closely with product manager in all phases of product development, including marketing, training, installation, and rollout.
- Implemented procedures to increase accuracy and speed production of manuals.

Technical Writer Trainer

Information, Systems, and Networks, Dept. of Justice, Falls Church, VA

5/93- 9/94

- Designed easy to update, user-friendly layout and graphics for 15 chapter training manual distributed nationwide. Work considered superlative by DOJ and ISN management.
- Developed and programmed 5 widely used Computer Based Training (CBT) courses.
- Designed effective standardized training curricula for word processing and e-mail.