

Pam Laughlin



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OBJECTIVES

I am looking for writing projects, either long-term or short-term, which will take full advantage of my technical and creative writing skills.

WORK EXPERIENCE

COMPUTER CONSULTANT

February 2006 to Present

PC Support Systems

- Owner and operator of [Kraftykid.com](http://www.kraftykid.com). Worked with developers to create the website from the ground up. Wrote all articles, craft ideas, and templates. Selected products and wrote [instructions](#) and [fun fact sheets](#) for all products. Maintain and update the site on a daily basis.
- Editor of Dojo Digest – [Issue 1](#) and [Issue 2](#). Worked with photographers, graphic designers, authors, and contributing writers to create the look and feel of the first issue. Wrote several articles for the magazine, including “From a Mom’s Point of View” and “Check This Out” monthly columns; reviewed and edited all material, created working plans and made sure all deadlines were adhered to.
- Responsible for writing proposals to win new business.
- Revised web content for websites: <http://www.tekhnoguru.com> and <http://forbrideandbaby.com> using Homestead, HTML, and WordPress.
- Responsible for creating a website for an artificial grass company – KOKOPELLI TURF LLC using Dreamweaver.
- Wrote press releases, newsletters, templates, forms, SEO keyword web rewrites, sales promotion flyers, marketing campaigns, and formatting HTML files for various small companies.

Delta Corporate Services

- Online Help Designer and Developer for a Real Estate and Occupancy Tracking System (STAR) used by the Federal Government.
- Responsible for setting up meetings with programmers to review documentation updates and prepare project plan estimates in order to meet deadlines in a timely manner.
- Responsible for creating test plans for testers to verify all changes made to the Help System in accordance with new releases. Assisted with system testing for new releases.
- Technical Writer for manuals associated with new releases for the STAR system. These include User Guides, Functional Descriptions, Release Notes, Training Manuals and Requirements Documents.

COMPUTER CONSULTANT

April 1987 to October 1999

NewCourt Corporation

- Web Designer and Developer for the Systems Leasing portion of the Capital Corporation Intranet using Internet Assistant for Word and Microsoft FrontPage 97-8. Graphics were developed using Asymetrix 3D FX and PaintShop Pro.
- Online Help Designer and Developer for a Real Estate and Occupancy Tracking System used by the Federal Government (STAR).
- Assisted in the development of Computer Based Training Modules for the STAR system.

AT & T

- Online Help Developer and Database Programmer for the Finance Group within AT&T Real Estate included writing a Corporate Methods and Procedures online help manual; converting the help system to an Intranet format; and creating online forms using Access Database.
- On-site Documentation Specialist for an internal AT&T consulting group. Projects included writing user guides, online help, and creating multimedia training presentations for the Career Alternatives Tracking System (CATS), NSD Real Estate (marketing and selling attachments on AT&T towers), and GateMaster for Windows (query and report writing system).

Accomplishments included: Designing the "look and feel" of all materials, interfacing with developers, and developing all graphics and animation for multimedia presentations.

- Online Help Coordinator for an internal AT&T Real Estate and Occupancy Tracking System that included "context sensitive" help for all window descriptions, module overviews, policies, procedures, field descriptions and reports.

Accomplishments included: Designing the "look and feel" of the help system; reviewing and editing material developed by a staff of seven writers; interfacing with users and development team to research all policies, procedures, and window descriptions; assisting in delivering training to off-site users through the use of online demonstrations using test data, instructor guides and participant guides.

- Technical Writer/Project Coordinator for QUORUM Teleconferencing Products (QUORUM Bridge, SCANWARE 1.6, CS120A and CS120B Speakerphones, CONFERENCEWARE).

Accomplishments included: Technical writing of user guides, online help, quick reference cards, and templates; preparing budget information and time lines; and coordinating printing and text processing.

- Technical Writer for DEFINITY Telephone Switch and peripherals.

Accomplishments included: Technical writing of the Installation and Test, Wiring Guide, Upgrades and Additions, and System Description manuals.

Huls America, Inc.

- Set up procedures to convert existing paper-based manuals to online hypertext documents for intra-office use. Taught staff conversion procedures using Doc-To-Help.

Citicorp

- Technical Writer for the following in-house projects: Migration to Client Server System, Programming Standards, and Release Notes. In addition, installed Doc-to-Help and created online documentation for the above projects.

AIG

- Interviewed MIS staff to research and write Mainframe Programming, Data Management, PC Programming, and Prototype manuals. These manuals were to be used as “the standard” by all consultants and employees hired to develop software applications.

Bear Stearns and Company

- Online Help Designer and Writer for a customized version of online help for the LBMS Methodology. This included modifying the existing Help to explain how this methodology works in conjunction with the IEF Case Tool and Bear Stearns internal policies and procedures.

Accomplishments included: Rewriting the existing Help system; interfacing with the development team to research internal policies and procedures; and working closely with the LBMS development team to learn their online help generation program.

Wakefern Corporation

- Technical Writer and Graphics Designer for internal software products.

Accomplishments included: Technical writing for the following systems: warehouse/distribution, computer generated ordering, vendor reconciliation, vendor contracts, purchase order writing, customer returns, invoicing, and delivery scheduling.

Squibb

- Technical Writer/Trainer for an International General Ledger Accounting System.

Accomplishments included: Training other writers on the team to use Ventura, Freelance, and PC Paintbrush software packages; developing user and system manuals; writing training and installation guides; and designing slide presentations used to demonstrate the system to user community.

- Lotus Programmer for the design and implementation of a package used for overseas installations to calculate file size requirements.

Electronics Associates Incorporated

- Lotus Programmer for the development of departmental worksheets for accounts payable, accounts receivable, inventory control, sales, and purchasing to calculate total company Profit and Loss, Cash Flow, and Balance Sheet reports for each quarter.
- dBASE IV Programmer for the development of a program used to track employee performance and time management.

R&E Management

- Business Analyst/Sales Representative involved primarily in the retail market analyzing client requirements and recommending appropriate point of sale and accounting solutions. Also responsible for coordinating the implementation of the system, the hiring and training of new staff, and providing on-going technical support.

PC Support Systems

- Business Analyst/Sales Representative/Programmer solely responsible for the design and implementation of systems for the following markets: automobile, employment, real estate, medical sales, advertising, retail, and manufacturing. Responsible for gathering user requirements, system design, specifications, programming, hiring and training of staff, and documentation of the system.

PC SUPPORT SPECIALIST

December 1985 to April 1987

University of Medicine and Dentistry

Responsible for the support of 15 personal computers located throughout the Dental School.

Duties included:

- Hardware/software purchase recommendations, installations, upgrades and troubleshooting
- Preparation of training material and training personnel at all levels of the organization in word processing, database management, spreadsheets, operating systems, and dBASE III Plus programming applications
- Management of data entry operations.
- Development of student grading programs, faculty research projects, and clinical attendance programs.

PROGRAMMER

September 1983 to December 1985

Semcor Inc.

Responsible for the program development (COBOL) to maintain, test, and analyze radar detection and artillery projects for the U.S. Department of Defense. Maintained databases and prepared analytical reports on a scheduled and "as needed" basis. Designed flowcharts and instructional manuals and trained all levels of personnel in the operation of software programs. Involved in selling concepts to potential clients through presentations and meetings.

EDUCATION AND CERTIFICATES

- Graduated from Brick Computer Science Institute with a Certificate in Computer Programming with a 96 point average.
- Graduated from Brookdale Community College in 1980 with an A.A. Degree in Communications with a 3.85 average. Attended Rutgers University Undergraduate Communications program in 1981
- Member of STC – Society of Technical Communications
- Member of International WebMasters Association
- Introduction to Dreamweaver Certification from E-courses.com
- New Jersey Real Estate License

SKILLS

COMPUTER SKILLS	
SOFTWARE	<p>Windows: Twitter, Facebook, Constant Contact, Wordpress, Zmags, Windows XP, Windows Vista, Microsoft Office 2007, Adobe Communications Suite (RoboHelp 7 and Captivate 3), Snagit, Scrapbook, Printshop Pro Publisher Deluxe Version 20, Microsoft Office (Word 7.0, Excel, PowerPoint, Access, Office Assistant), Microsoft Works, Windows 95, Doc-to-Help, Hotshot Editor, Help Compiler, Asymetrix Compel PE, PC Paintbrush, Paintshop Pro, 3D FX, LBMS Methodology, and HTML (FrontPage 97, Netscape Gold, AOLPress, Dreamweaver, and Web 3D), SEO, Google Analytics</p>