

Wendy A. Albrecht, MBA, CTC

Email: wendyalbrecht326@aol.com

SUMMARY OF QUALIFICATIONS

- Interact adeptly and diplomatically with all levels of internal team members as well as government and private sector clients.
- Am a Certified Technical Communicator (CTC) who creates policies and procedures simply and clearly.
- Multi-task easily to manage concurrent projects and other duties.
- Enjoy nurturing a positive team environment.
- Am a quick learner—a sponge! Evidenced by varied types of career positions.
- Am a people-, detail-, and quality-oriented individual with a “can-do” attitude.
- Am proficient with MS Office Suite software; also taught advanced courses.
- Have over ten years of professional expertise in industries including information technology, consulting, managed health care, government, environmental restoration, and nuclear waste management.

PROFESSIONAL ACCOMPLISHMENTS

12/00-7/03 *Senior Technical Writer*, webMethods, Inc., Fairfax, VA

- Created/maintained procedures in installation guides, user’s guides, online Help, and tutorials for software used by over 900 Global 2000 customers.
- Coordinated and performed rebranding efforts of over 70 documents for 15 products.
- Created/continuously improved upon department procedures and streamlined processes using currently accepted guidelines for consistency and readability.
- Discovered, researched, and resolved issues about the procedures by interviewing developers, quality engineers, project managers, and other subject matter experts.

3/99-12/00 *Senior Technical Writer*, MainControl, Inc., McLean, VA

- Created and updated procedures in installation guides, user’s guides, online Help, and release notes for software suite used by over 200 international corporations. (Company name has since changed to MRO Software.)
- Successfully managed dozens of products and hundreds of documents.
- Proposed and had developers implement improvements to program features.
- Diplomatically-phrased known issues with solution options in release notes.
- Led effort and successfully implemented document conventions.
- Reengineered existing documentation written for an American English audience to be understood by an international audience.

9/97-3/99 *Owner/President*, Solutions Consulting, Arlington, VA

- Reviewed SOWs, did cost analyses, and created responses to RFPs.
- Negotiated the following contracts; met aggressive deadlines within budget:
 - Technical Writer/Consultant, Editech, Inc., 12/98-3/99. For MainControl.
 - Technical Writer/QA Tester/Trainer, Birch & Davis Associates, Inc., 2/98-12/98. For 25 states & service providers that received the CSAP federal block grant.
 - Trainer, CompUSA, 1/98-12/98.

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PROFESSIONAL ACCOMPLISHMENTS, continued

11/95-9/97 *Director, Fin. Analysis & Special Projects*, WDC Chartered Health Plan

- Improved processes and management policies including new health care network establishment.
- Developed program to successfully collect \$945K delinquent receivables from reinsurance carrier within three months.

8/91-11/95 *Financial Analyst/Writer*, Westinghouse Savannah River Co., Aiken, SC

- Designed and implemented conversion of 20,000-employee company's accounting software programs to interface with DOE computer system.
- Wrote requirements, test plans, and guides.
- Performed training for cost management software and corporate policy orientations.
- Created effective and efficient policies, procedures, forms, and surveys.
- As *Special Projects Coordinator* for the Benefits Accounting Department, improved work group procedures after company downsizings.

EDUCATION

- MBA (4.0/4.0 GPA) and BBA (3.83/4.0 GPA) from Augusta State University
- Certified Technical Communicator (CTC) from Rochester Institute of Technology (4.0/4.0 GPA)

COMPUTER COMPETENCIES

Configuration Management:	Perforce, StarTeam
Database:	QMF/SQL, Access, Prevention MDS
Desktop Publishing:	MS Word, Adobe FrameMaker, Adobe Acrobat
Email:	MS Outlook, AOL including IM
Internet/Other:	Research, HTML Scripting, WinZip
Online Authoring:	RoboHELP HTML
Operating Systems:	MS Windows, DOS
Presentation/Graphics:	MS PowerPoint, Jasc Paint Shop Pro
Spreadsheet:	MS Excel
Exposure to:	Java programming, C++, SmallTalk, and platforms such as Windows and UNIX (AIX, Solaris, HP-UX)

PUBLICATIONS & PROJECTS

- Created and maintain my Web site (<http://www.wendyalbrecht.com>) that contains a portfolio of my writing samples such as a:
 - **Patient care manual** used by the Falls Church Foot and Ankle Center. Contains procedures for care of a foot fracture.
 - **Proposal memo** to change authoring software. Contains memo's purpose, definition of problem, solution, schedule, costs, and conclusion.
 - **Progress report** for a project called ABAS. Contains costs, issues resolved, work completed to date, and work remaining on the project.
- As Communications Chair, wrote/edited newsletters for homeowners association.
- Authored published application software review in the Journal of Property Management.