Micki C. Kosman, MSc
TechNote Inc.
www.technote.ca
Contact

Technical Writer

PROFESSIONAL PROFILE

- Self-starting independent consultant with excellent project management skills and great attention to detail. Knowledgeable in multiple applications, including:

  o *FrameMaker, Microsoft Word, Project, Visio, PowerPoint, Excel, Access, RoboHelp, Flare, Blueprint Requirements Center, MediaWiki, TeamForge CollabNet, Word Content Control Toolkit (XML), Adobe Acrobat, SnagIt, Paint Shop Pro, Adobe Photoshop, CorelDRAW, Livelink, Visual SourceSafe, HTML, CSS, Drupal,WordPress, Dreamweaver, FrontPage, Microsoft Internet Explorer, SharePoint, Articulate, Captivate and Camtasia.*

- Strong analytical, communication, and business analysis skills, with a proven record of creating exceptional technical documentation.

PROFESSIONAL EXPERIENCE

TechNote Inc., Independent Consultant, August 2001 - Present

Retained by diverse clients to create effective, audience-appropriate documentation. Ensured projects were completed on time, to specification, and that quality standards were achieved.

Sample Clients and Results

- **British Columbia Lottery Corporation (BCLC)** – Created software systems procedures, systems operations and support procedures, and technical use cases. Defined documentation requirements. Created training materials and online help. Coordinated reviews and sign off. Created and administered team SharePoint sites. Developed Word templates with XML content controls. Applications used included Word, Visio, Excel, RoboHelp 8.0, MadCap Flare 5.0, and SharePoint. Repeat contracts (2009 – 2010, 2011 - 2012).

- **Plains Midstream Canada** – Created Standard Operating Procedures (SOPs) and prototypes for online training. Ensured SOPs met regulatory requirements, including ERCB, NEB, and OH&S. Supervised document library migration to Microsoft Office SharePoint 2007. Applications used included Word, Visio, Captivate, and SharePoint (2008 - 2009).

- **EnCana** – Designed and created online training using Captivate and Articulate Presenter for multiple applications, including Livelink and end user software. Revised e-learning modules and provided voiceover. Applied instructional design principles. Developed IT handover manual for the $1.5 billion divestiture of gas storage business. Created quick reference cards, web-based training, and project proposals. Applications used included Captivate, Camtasia, Articulate Presenter, Visio, Word, Acrobat, RoboHelp, OnDemand and Livelink. Repeat contracts (April 2006 - January 2007).

- **Schlumberger Information Systems –** Developed online help, including context-sensitive help, for reservoir pressure and production forecasting application. Updated users' guides for reservoir analysis software. Applications used included Word, Visio, Paint Shop Pro, Captivate, Camtasia, and RoboHelp X5 Office Pro. Repeat contracts (2005, 2006, and 2007).

- **University of Calgary** – Edited and produced final copy for textbook, titled *Biomechanics of the Musculo-Skeletal System* (2005 - 2006). Applications used included FrameMaker and Word.

- **National Energy Board** – Developed online help, including context-sensitive and conditional help, for web-based applications. Adapted existing training for online delivery. Created training materials and presentations. Defined and created disaster recovery procedural and process documents. Interviewed technical staff and information systems managers, and documented testing of failure scenarios. Co-chaired tabletop testing with key stakeholders. Created security policy documentation for identifying and handling sensitive information, and information management business rules, procedures, and policy. Applications used included Word, Visio, Paint Shop Pro, RoboHelp 4.1, and RoboHelp X5 Office Pro for .NET. Repeat contracts (February - July, 2005).

- **Imperial Oil Ltd.** – Edited and performed QA to ensure regulatory documents met strict quality assurance guidelines, under tight deadlines, for $7 billion Mackenzie Pipeline Project (2004 - 2005).

- **Anduro Technologies Ltd.** – Analyzed, inventoried, recommended, created, and edited dynamic web site content. Client satisfaction with product led to multiple contracts (2001 - 2003).

- **Alberta Department of Energy** – Created internet-based training and testing materials for the Petroleum Registry of Alberta, an online database for Alberta's upstream oil and gas industry. Successful team effort allowed innovative web-based training program to be completed on schedule and on budget. Applications used included HTML, JavaScript, Eedo ROCKET KM, Word, Adobe Acrobat, CorelDRAW, Adobe Photoshop, and SnagIt (March - October, 2002).

- **S. Network Resources** – Edited and ensured accuracy of MSc and PhD theses, edited university application essays, and researched and edited grant and business proposals. Consistently met aggressive deadlines. Applications used included Word, PowerPoint and Excel (2001- 2005).

- **AMEC Earth and Environmental Ltd.** – Co-supervised five word processors and six editors, delegating tasks, and ensuring that report deliverables for the Alaska Gas Producers Pipeline Group were completed on time. Met quality assurance guidelines, and edited and revised environmental impact reports for the Mackenzie Pipeline Project. Successful adherence to deadlines allowed for the continuation of multi-million dollar pipeline approval process (2001 - 2003, repeat contracts).

Enerflex Systems Ltd. – Developed and wrote user's guides for Visual Manufacturing and AutoCAD. Met and surpassed expectations for documenting business processes and creating training materials. Created ISO 9000-compliant engineering training manual. Developed scope, created original content, interviewed subject matter experts, planned document structure, created an index, ensured the completeness and accuracy of content, and performed usability testing. Applications used included Word, SnagIt, Visio, Adobe Acrobat, and PowerPoint (August - November, 2001).

Data-Shapers Ltd. – Developed an interactive, multimedia software sales demonstration. Wrote user's guides for e-commerce software applications, consistently meeting aggressive deadlines. Created and edited brochures, white papers, and technical manuals. Applications used included Word, RoboHelp, SnagIt, HTML, DemoShield, and FrameMaker (January - August 2001).

EDUCATION

Mount Royal College, 2002 – Certificate in Technical Communication
University of Calgary, 2000 – MSc, Neuroscience
University of Lethbridge, 1996 – BSc, Psychology, with distinction

SPECIAL ACCOMPLISHMENTS\MEMBERSHIPS

- eLearning Guild, Associate Member (2011,2012)
- Society for Technical Communication Membership/VolunteersCoordinator (2002, 2004, 2005)
- Valid Enhanced Federal Government Security clearance
- Awarded the 2004 Premier's Gold Award of Excellence, as part of the Petroleum Registry of Alberta's development team