

## **OBJECTIVES**

Contract projects for instructional design, training development, technical writing, and editing.

## **AREAS OF EXPERTISE**

Instructional design	Web-based documentation
Technical and instructional writing	Web-based training
Documentation development	Test development and skill assessment
Technical editing	Microsoft Office Professional suites

## **PROVEN CAPABILITIES**

- Instructional design; technical and instructional writing; collaborating with subject matter experts in a variety of technical subjects to develop courseware and documentation
- Adapting classroom training materials to electronic and online delivery formats
- Developing tests and assessments
- Experienced with programming languages, databases, networks, and telecommunications
- Testing, evaluation, and design of program user interfaces (functionality and layout)
- Familiar with Microsoft Office Professional suites; Visio, Project, and InfoPath; experience with Microsoft courseware (MOC) templates
- Technical editing; familiarity with Microsoft standards

## **BARBARA JO**

SEATTLE, WA

## **EDUCATION**

English major/Art minor – Humboldt State University, Arcata, California  
B.A. English Literature – University of Washington, Seattle, Washington  
University of Washington Extension courses – Scientific and Technical Communication; Style in Technical Writing courses

## **PROFESSIONAL EXPERIENCE**

Extensive experience as writer and technical editor on several Microsoft training topics such as C/C++, MFC Libraries, OLE programming, Visual C++, DB Library, and Internet Information Server. Projects typically include development of modules, illustrations, lab content, and delivery notes and guides, and consultation with subject matter experts.

In addition:

- SQL Server High Availability training: Using MOC templates, developed modules and other content; wrote instructional objectives and designed topics for the functional specifications of one- and three-day stand-up training sessions and for a related sales video. Developed and edited training, planning worksheets, and handouts on topics ranging from disk redundancy and backup/restore plans to mirroring and disaster-prevention protocols.
- Prepared licensed content from Microsoft instructor-led courses on OLE and MFC for electronic delivery in a new lab-based application; wrote Help and tutorial for the UI; prepared submission documents for Microsoft Certified Professional review.
- Developed training objectives and testing materials for two telecommunications training packages designed for computer-based delivery. Contributed to UI design and content of instructional modules.

- Developed and wrote Help, user/administrator guides, tutorials, and documentation for a variety of products, including database-search engines, database management tools, tracking and reporting software, computer-aided design (CAD) software, lab delivery software, and banking software.
- Researched and wrote white papers, plans, presentations, and guides on a variety of Microsoft-internal topics:
  - Microsoft consulting and professional job roles, and field role summaries for Microsoft Worldwide Enterprise and Support Services
  - Customer satisfaction, competing for customers
  - Project management, resource management, professional development management
  - EPM deploy, build, and planning phases; MSA scope and functional specification documents
  - EPG content-development processes and Competitive Sales Assistance (CSA) operations and training presentation; development of content for Knowledge Assessment tool
  - Business Planning and Design Toolkit (BPDT): Logical Design and Specification template, Questionnaires workbook, UI design for BPDT tool
  - Provided editorial input on Enterprise Implementation Framework (EIF) documents and Services documents (Intellectual Property Advanced, Intellectual Property Basic Overview, Open Source, and Services Signature Authorization Policy); edited Project Management Office (PMO) Workshops workshop guides and materials, including risk identification, analysis, prioritization, and planning topics
- Other instructional design and technical writing subjects:
  - Test engineer training for Cisco Systems, spanning Windows-based and Unix-based interfaces
  - Multimedia
  - Internet safety and security for parents