

SUMMARY OF QUALIFICATIONS

Diligent professional with a successful background in technical writing, recognized for enhancing the consistency and quality of documentation for major information technology organizations. Proven ability to achieve goals, working independently or in a team environment, and to deliver excellent results within strict deadlines. Excellent analytical skills to gather and incorporate detailed requirements, guidelines, and feedback into polished, fluid documents that present complex information in a clear and engaging manner. Experience in CMM and CMMI environments. Familiarity with Systems Development Life Cycle (SDLC).

PROFESSIONAL EXPERIENCE

- Wrote new user's guide for PTCC computer system, including screen shots; and created training materials in PowerPoint for data systems used in local probation agencies in Virginia.
- Created forms in MS Word for State agency human resources office.
- Downloaded reports from State agency LAN; converted to .pdf format for private company use.
- Converted documents from .pdf to Word and vice versa; edited and formatted.
- Uploaded documents and files to State agency LAN by FTP.
- Created Visio illustrations.
- Edited Word and FrameMaker documents for grammar, spelling, poor writing, and formatted the documents (insertion of illustrations, pagination, headers, and footers.)
- Rewrote IT Asset Management Manual, compiled and edited Help Desk Manual, and combined many smaller documents into one Troubleshooting Guide for with hyperlinked table of contents for State agency IT department.
- Participated in CMM and CMMI activities as a technical writer on a contract at the Department of Homeland Security. Instigated a new process for including software requirements within a document, which involved using a paragraph tag to insert a requirements table at the beginning of each document.
- Edited web content material for corporate communications at a major Richmond company.
- Created online help systems and user manuals for in-house software for a Federal agency. Wrote, edited, and formatted network documentation. Worked closely with management to develop policy documentation.
- Wrote and edited technical briefs and user manuals for mainframe software.
- Participated in committee to improve the training manual for statewide PTCC computer system.
- Active member of statewide Quality Assurance committee, to measure progress in Evidence Based Practices (EBP).

**Kathy Haff Lineker - 4930 Valley Crest Dr., #302 - Midlothian, VA 23112 -
804-229-1502 - catrionn@yahoo.com**

August 2005 to present - Henrico Community Corrections

May - August 2005 - STOPKA & Associates (contract at Virginia Information Technologies Agency [VITA])

September 2004 - March 2005 - APEX Systems, Inc. (Contract at First Health Services, Inc.)

June 2004 - September 2004 - Virginia Department of Taxation

June 2002 - June 2004 - Bart & Associates (Contract at Department of Homeland Security)

October 2000 - June 2002 - Technical writer in various short-term contract positions, at companies that included UUNET, Dominion Resources and Philip Morris

October 1998 - October 2000 - TRW (Contract at the Administration on Aging, Department of Health & Human Services, Washington, D.C.)

March 1998 - September 1998 - Information Analysis, Fairfax, VA

COMPUTER SKILLS

MS Office Suite (Word, Access, Excel, PowerPoint)

Visio

Adobe PageMaker

Adobe Acrobat

Adobe FrameMaker

RoboHelp 7 (Classic and HTML)

CoffeeCup, HTML

Rational ClearCase

EDUCATION

B.A., Communication Studies - minor in business - Virginia Polytechnic Institute and State University, Blacksburg, Virginia

Diploma, Computer Programming - Computer Learning Center, Alexandria, Virginia