

Newsletter 02/15/2010

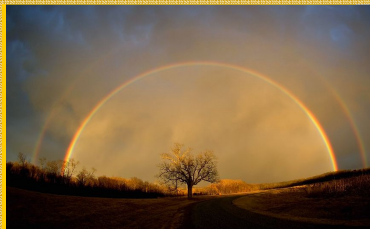
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Write Mind Documentation

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"I can help you see light at the end of the tunnel / rainbow"

What Keeps You Up at Night?



Do you lose sleep worrying about....

- Project members playing nice and doing their job?
- Meeting deadlines?
- Important details falling through the cracks?
- Whether the product meets customers' needs and if customers will be able to easily learn and understand the product?

What I Can Do For You

I can help you sleep (and look) better by:

- Relieving Bottlenecks
 - Facilitating team communication and improving processes where needed
 - Keeping data and information flowing smoothly to ensure deadlines are met
- Herding Cats
 - Tracking multiple projects, milestones, and tasks
 - Keeping a Global Perspective
 - Working heads-down in the details, yet keeping one eye on the big picture
 - Communicating potential issues that could impact the project and suggesting solutions as well

What Your Company Will Gain

- Information and processes that are more accurate, efficient, easier to read, understand and use
- Improved access to vital information via web sites, process flow diagrams, and online help – thereby increasing job performance and decreasing costs
- Everyone on the same sheet of music - using version control for document maintenance and using definition of "best practices" for improved job performance/training
- Simplified documentation maintenance via single-sourcing of information - using formats which fulfill the needs of multiple audiences

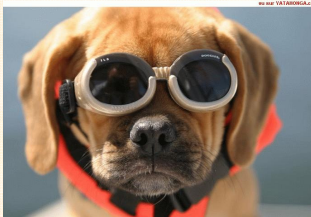
What I'm Looking For

My technical writing experience encompasses the following areas which I hope to continue using:

- web content and online help development
- job and performance analysis and documentation
- process analysis/improvement
- instructional documentation

I prefer to stay in the Denver/Boulder area but will consider relocating. I can travel up to 35%. Contract **or** direct positions are welcome.

*"Dare to be different.
Look what happens to
lemmings!"*



How I Am Different

My unique qualities are:

- I don't sweep problems under the rug; even when "it's not my job." Potential problems/issues will not be ignored
- I instinctively think of ways to improve processes then advocate for change in a diplomatic way - building alignment within and between teams
- I strategically hunt for the best solution from the viewpoint of the company, department, project, and customer
- I think of creative ways to document complicated processes that fulfill the needs of multi-level audiences

What I Enjoy Doing

I enjoy:

- Mapping existing processes, analyzing gaps, identifying areas for improvement, then improving the process. This comes naturally to me. I also enjoy creating and documenting new processes. It's great to be able to simplify someone's job and make their life easier
- Learning new tools, applications, and processes and applying them in my work
- Gathering information from many resources, and merging the information into a single source that meets the needs of multiple audiences. I get satisfaction from being able to advocate for new users and write to their level, without insulting more experienced users
- Getting involved with projects early in the design phase rather than at the tail end, so I can maximize my contribution
- Performing usability tests and content editing for software and web sites, and work with the programmer, engineer, or web site developer to improve the product
- Creating many types of documents, online help, and training materials which satisfy the needs of users who have different levels of expertise



*"I enjoy finding and creating
calm amidst the chaos".*



A Sample Success Story/Project

While at AT&T Wireless, I reduced department turn-over for the Wireless Network Operations Center (NOC) group, reduced errors made by NOC technicians, and enabled them to perform their tasks faster. Helped identify the Mastery tasks needed to perform a duty, documented the Structured on the Job (SOJT) best practices for performing the tasks, and designed and maintained a web delivery system. The finished program gave managers a performance measurement tool to use to identify and alleviate potential personnel problems. The duties performed were:

- Attended meetings where the SMEs determined their duties/tasks
- Worked with SMEs to define the "best practices" procedures to be used nationwide. Created an online form that was used to get the information from the SME
- When a highly experienced NOC technician moved to a position in a new training group, we discussed how she could help with documenting mastery tasks, then convinced her new manager what her role should be and how she could help the mastery effort. He agreed and she helped me document many best practices. This eliminated the need to bother SMEs who were actively monitoring the networks
- Facilitated meetings to iron out differences between regions and determine when a region needed its own best practice
- Shared content with the Instructional Designers for inclusion in CBTs and certification tests
- Designed the Mastery portion of the WNCC web site, created/maintained the Mastery table which identified each duty/task and linked to the detailed how-to best practice procedure for each task
- As webmaster, posted all updates to the web site
- Worked with the NOC personnel to teach them why they must use the best practices procedures for training

"I helped bridge the knowledge gaps for the AT&T Wireless NOC so technicians knew what they had to learn to do their jobs. More people stayed with the department and company – saving much time and money".

Kudos for this project:

Marnie Haworth, Training Coordinator, AT&T Wireless

"I found Nancy to be an excellent working partner during the development of a 'Mastery Program' for AT&T Wireless. She is very detail oriented and has an excellent grasp on the information required to develop a career path process for the wireless employees we worked with. She was always professional and made substantial contributions to the success of the training and documentation required to create the training/resource program. Many of her original contribution helped to lay the development of the career path processes and tasks we are using to day in the AT&T Mobility NOC environment. I highly recommend Nancy as a valuable resource in any project."

Mark Hart, Manager NOC Dept. AT&T Wireless

"I found Nancy to be especially detailed and precise in document preparation. She has the mindset and skill to thoroughly interview SME's as needed to develop documents that are thorough in process and will lead one to understand the information presented if initially unfamiliar with the information. Unbiased in approach, she definitely lends herself to a professional team and is an asset in a technical support role."

"Nancy wrote the necessary procedures and participated in the design and execution of the SOJT process. She added a lot of value to existing materials by helping to reconfigure existing information for web delivery and integration with the Mastery job and task analysis."

References

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AT&T Wireless where I worked 9 years

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Clear Technology

Cathy Sayer – former manager
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Newmerix Corp

Michael Parker hiring manager. Gave me a recommendation on my LinkedIn page.
Email: mparker_0082@yahoo.com

Trish Pate – former co-worker
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Rick Drago

Phone: 970.377.8953
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Rick was Access database developer on a project at GeoEye. I worked with him on a project.

Kudos

Beverly Rengert - Manager AT&T Wireless says:

"Nancy always was thinking ahead and sharing ideas and vision of the future."

"Nancy is very analytical. She makes her analyses as relevant as possible to the situation and ties them to higher strategic objectives. Nancy builds partnerships through clear communication. She documents her research and findings; clarifies areas of potential misunderstanding; and looks for ways to bridge communication gaps."

Dick Okino – Manager AT&T Wireless Network Services Group says:

"Nancy thinks strategically. She took my request to improve the presentation and distribution of technical content and ran with it. She came up with creative solutions to present content. I am proud to show people the site she created, and they find the information useful and easy to access."

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for a skills summary, list of former employers, and links to some writing samples.