

Laura Harding Tallen

(612) 961-9793 lauratallen@gmail.com

EXPERIENCE

Technical Writer Thiele Technologies 03/2015 to Present

Responsible for researching and writing technical manuals for packaging equipment including placers, case packers, tray formers, and shrink wrappers. Works closely with subject matter experts, manages necessary translations, and works with two remote teams. Also a member of the Safety Committee.

Technical Writer (Contract) Thomson Reuters 08/2014 to 10/2014

Responsible for researching and documenting procedures for server installation manuals on both Linux and Oracle platforms. Worked closely with subject matter experts and existing documentation to create clear, concise documents.

Technical Writer (Contract) State of Minnesota Retirement Services 02/2014 to 8/2014

Responsible for researching and documenting procedures for a new software implementation. I worked closely with stakeholders to develop procedures. I also developed process maps in Visio with swim lanes used to represent each responsible job function. I primarily used Microsoft Word for the procedures.

Technical Writer/Business Analyst (Contract) TCF Bank 11/2012 to 12/2013

Responsible for developing templates and documentation standards for the bank's FIU department. Updated current procedures and wrote new procedures including documentation for NICE Actimize AML Suite. Developed Adobe Acrobat forms with Javascript functionality. In addition I assisted with providing process improvement suggestions, business analysis functions, and User Acceptance Testing as needed for the NICE Actimize implementation.

Technical Writer (Contract) Boston Scientific 8/2012 to 10/2012

Responsible for coordinating the updating of business continuity plans for a manufacturing plant.

Technical Writer (Contract) Boston Scientific 4/2012 to 9/2012

As a member of a cross-functional team I was responsible for editing 10 guidebooks for grammar and style. I worked closely with upper management and industrial engineers to edit information around new or enhanced processes for a diverse audience. In addition I proofread internal intranet web pages.

Technical Writer (Contract) Thomson Reuters 6/2010 to 12/2011

Used Content Strategy concepts to update software documentation, OpenAPI Guide, technical specifications, and installation guides in an Agile development environment. Assisted with implementing structured FrameMaker utilizing DITA and single source. I developed FrameMaker templates, DitaVal files, installed the DITA OpenToolkit and FrameMaker 9 plugin. I was responsible for training technical writers on how to author using structured FrameMaker. I was also responsible for converting existing Word documents to structured FrameMaker. In addition to my main documentation duties I also created .css files for html and javadoc generated documentation in coordination with the marketing department.

Technical Writer, Product Manager Tech Logic Corporation 1/2007 to 5/2009

Responsible for responding to requests for proposals from Libraries typically for RFID equipment, order entry, creating price quotes for the sales team, coordinating equipment for sales demonstrations and conferences. Previously responsible for writing and designing datasheets, researching and writing procedures, creating User's Manuals for software and hardware, taking photographs for use in marketing and technical writing materials, creating templates for User's Manuals, managing the document control system, some graphic design work as needed.

Technical Writer (Contract) Lawson Software 12/2006 to 5/2007

Responsible for reviewing translated software training materials for American English usage. Performed editing functions as needed.

Technical Writer Rimage Corporation 11/2005 to 12/2006

Responsibilities included writing manufacturing instructions, taking photographs for documentation, new product user guides, setup and installation guides, developing a new API programming guide, software and firmware release notes. Also responsible for providing user access to the technical support website and regular website updates.

While at Rimage I spearheaded development of a work instruction template and print specifications template in MS Word. I also developed process maps in Visio to assist in writing and clarifying procedures. A coworker and I developed and conducted a usability study to assist in development of work instructions for the manufacturing group.

Technical Writer (Contract) Kinetic Data 7/2005 to 8/2005

This was a project based contract which required that I work closely with subject matter experts to develop a user guide, installation manual, and white paper for a new software product.

Technical Writer (Contract) Bremer Financial Services 10/2004 to 6/2005

Wrote and updated online procedural manual and intranet for Bremer Financial Services. I worked directly with internal departments, branches, and affiliates to update the company intranet. I used FrontPage 2000 to publish pages to the intranet and the online procedural manual. I also researched a solution for tracking changes to the company's intranet. I then assisted in the implementation of CVS to track changes to the online manuals and intranet.

Technical Writer (Contract) Guidant Corporation 1/2004 to 8/2004

As a contract technical writer for the Cardiac Rhythm Management unit I was responsible for writing documents and creating packaging labels for several products using FrameMaker. This position required that I work closely with project core teams to meet regulatory requirements as outlined by the FDA and BSI.

Technical Writer (Contract) Guidant Corporation 8/2003 to 10/2003 (40 hrs/week)

As a contract technical writer for the Quality Information and Technology Department I regularly updated intranet web pages using FrontPage and redesigned the homepage for the Quality Information and Technology Department. I developed a standardized E-mail format for the communication with internal customers. Analyzed and updated a four hour training module used to train engineers on a new product data management system. Assisted in the creation of a training presentation for system changes in Windchill and created a quick reference guide as part of this presentation. I also assisted in archiving files in an online database.

EDUCATION

University of Minnesota
B.S. in Scientific and Technical Communications December 2002

University of Florida
A.A. in Liberal Arts and Sciences May 1996

CERTIFICATIONS



Certified Professional Technical Communicator June 2013

This certification demonstrates that I have demonstrated competency in nine different areas including project planning, project analysis, solution design, organizational design, written communication, visual communication, content development, content management, and final production.

SKILLS

Level of Expertise

Expert: 5

Senior level: 4

Junior level: 3

Less than 18 months: 2

Exposed to in Class: 1

5: Windows 7, Microsoft Office 2010

4: Adobe FrameMaker 9.0(structured), Illustrator CS5, Photoshop CS5, InDesign CS5, Adobe Acrobat 9 standard, HTML5, CSS3, Visio, Javascript, XML, Content Strategy, Information Analysis, Information Architecture, Responsive Web Design

3: PHP, DreamWeaver CS5, Microsoft FrontPage, SharePoint, Jing

2: Vault, CVS, Unix

1: Java, Visual Basic, Cold Fusion, Basic, Quark Xpress, Windows NT, Mac OSX

MEMBERSHIPS

Society for Technical Communication, member since 2002, Senior Member

2005 to 2007 Community Photographer for STC Twin Cities

2005 to 2006 STC competition judge

2006 to 2007 National Association for Photoshop Professionals

2008 STC competition judge

AWARDS

2007 Society for Technical Communication, Award of Merit for CircIT Datasheet developed for TechLogic Corporation