

CHARITY WANTA
5226 Ninebark Dr.
Fitchburg, WI 53711
charity@docshopllc.com
(608) 513-4682

OBJECTIVE

Write, update, and edit software documentation, technical and procedural guides, training manuals, magazine articles, web content, presentation materials, books, and marketing materials on a freelance basis.

PROFILE

Technical writer and editor offers the following:

- More than ten years of professional documentation experience.
- Detailed proofreading and substantive editing—revising spelling, grammar, and punctuation, as well as reviewing sentence structure, word usage, clarity, style, and format.
- User-friendly information translated from technical, jargon-filled descriptions.
- Project and people management skills—successfully working with set schedule and subject matter experts to achieve desired results.

EDUCATION

B.A., English Writing, 2000, *Summa Cum Laude*
Northwestern College, St. Paul, MN

PROFESSIONAL EXPERIENCE

Freelance Technical Writer and Editor

The Doc Shop, LLC
Fitchburg, WI (2006 – Present)

- Created online user and administrator guides for Core Athletic's COREXCEL software. Ensured software functioned as described, implemented suggestions from software developer's review, and finished on time and on budget.
- Edited marketing materials for Springs Window Fashions. Interacted with writers, ensured that documentation adhered to company's style guide, and helped increase consistency in product descriptions.
- Wrote articles for *Wisconsin Woman* magazine. Interviewed subjects based on assigned topics and provided articles at set word count to editor by deadline.
- Updated employee handbooks for KleenMark commercial cleaning company. Collected and organized common forms and described work policies, goals, and how-to's based on information from CEO.
- Created web and brochure content for Legacy Custom Remodeling.

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Compliance Documentation Specialist

CUNA Mutual Group
Madison, WI (2004 – 2006)

- Updated and published Traditional and Roth IRA and Coverdell ESA technical, operational, and compliance manuals. Included creating a project plan with set dates for reviewing, editing, and releasing to customer credit unions.
- Revised IRA, ESA, and HSA forms based on changes in IRS regulations. Communicated with outside typesetter, internal reviewers, and outside legal counsel to ensure accuracy.
- Managed forms inventory by interacting with warehouse manager and printer.
- Coordinated all documentation review processes, created meeting presentations, responded to customer questions, and contributed to creation of online user guides for IRA-related software.
- Wrote articles for publication on web and in monthly newsletter.

Documentation Team Leader and Technical Writer

Epic Systems Corporation
Madison, WI (2001 – 2004)

- Managed team of four writers, planned documentation projects, determined priorities, triaged assignments, and led meetings.
- Wrote, reviewed, and published user guides, administrator guides, context-sensitive online help, training companions, and release notes for EpicCare Ambulatory electronic medical record software.
- Contributed to design meetings, helped respond to requests for proposals, and performed quality assurance testing.
- Initiated routine creation of executive summaries for Epic's software applications to highlight enhancements in software releases, encouraging upgrades.
- Traveled for "go-lives" to provide on-site instruction and improve documentation.

Managing Editor

Insight Publishing Group
Tulsa, OK (2000 – 2001)

- Supervised all stages of book development from rough manuscript to final galley.
- Edited and proofread books for publication.
- Performed typesetting and wrote back covers for books.
- Provided ghostwriting services, using transcribed tapes, notes, and outlines.

COMPUTER SKILLS

Microsoft Office, Adobe Acrobat Professional, Adobe FrameMaker, FullShot, QuarkXpress, Outlook, Lotus Notes, Internet.