

CHARITY WANTA
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(608) 513-4682

OBJECTIVE Provide professional documentation services on a freelance or contract basis using my strong writing skills, attention to detail, and dedication to quality.

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

EXPERIENCE

Freelance Technical Writer and Editor
The Doc Shop, LLC
Fitchburg, WI January 2006 to Present

Update and edit employee handbook; proofread corporate bylaws, policy and safety guide, customer service plan, and construction specifications; and write web content. Provide other documentation services.

Compliance Documentation Specialist
CUNA Mutual Group
Madison, WI May 2004 to January 2006

Updated and published traditional and Roth IRA and Coverdell ESA technical, operational, and compliance manuals. Revised IRA, ESA, and HSA forms based on changes in IRS regulations. Managed the forms inventory, coordinated the documentation review process, and wrote communication for publication on the web and in a monthly newsletter. Also created meeting presentations, responded to customer questions, and contributed to the creation of user guides.

Documentation Team Leader and Technical Writer
Epic Systems Corporation
Madison, WI June 2001 to May 2004

Managed a team of four writers, planned projects, determined priorities, triaged writing assignments, and held weekly meetings. Created quality end-user documentation for computer software for the healthcare industry. More specifically, wrote, reviewed, and published a user's guide, an administrator's guide, context-sensitive online help, training companions, and release notes. Also contributed to design meetings, helped respond to requests for proposals, and performed quality assurance testing.

Managing Editor
Insight Publishing Group
Tulsa, OK August 2000 to June 2001

Supervised all stages of book development from rough manuscript to final galley. Edited and proofread books for publication. Was a ghostwriter for authors, using transcribed tapes, notes, articles, and outlines. Wrote the back covers for books. Designed the interior of books. Supervised an intern editor. Completed special projects for advertising and marketing purposes.

COMPUTER SKILLS Microsoft Word, Microsoft Excel, Microsoft Project, Microsoft PowerPoint, Microsoft FrontPage, FullShot, Visio, RoboHelp, QuarkXpress, Outlook, Lotus Notes, Adobe FrameMaker, Adobe Acrobat Professional, Internet.

PROFESSIONAL ASSOCIATION Association for Women in Communications