

## Summary

Professional technical communicator with testing, training, project coordinator and web content experience. Great people skills, easily communicates between executives and staff.

## Key Skills

Proficient writer and researcher

Interpersonal skills

Process diagramming

Requirements gathering

Change management

Test case creation

Documentation planning and design

Time management

Web content editing

Source matter expert interviewer

Compliance experience

Consensus building

## Professional Experience

### **ENGENIUS CONSULTING, *Huntsville, Alabama***

6/2011 to present

- Interview source matter experts to gather business requirements and software process details for the United States Army Corps of Engineers (USACE) real estate software
- Follow MIL-STD-498 to create and update the Preliminary Design Document (PDD) and produce the Critical Design Document (CDD) for reference in developing screens, writing test cases and end user documentation
- Produce, edit and incorporate Visio process flow diagrams into specification documents
- Develop forms in Oracle JHeadstart for the USACE real estate application according to business requirements

### **INTERGRAPH - PROCESS, POWER & MARINE, *Huntsville, Alabama***

10/2010 to 6/2011

- Research, write, and edit documentation through Author-it Enterprise Authoring software
- Acquire application details from developer demonstrations and interviews to create end-user and administrator documentation for plants, ships, and offshore facility engineering software

### **ADP DEALER SERVICES, *Birmingham, Alabama***

1/2007 to 10/2010

- Interviewed developers, quality assurance, support and end users to acquire application details
- Developed documentation specifications and designs for projects
- Created and incorporated Visio data flow diagrams to show process flow
- Participate in Change Control Board (CCB) meetings to vote on weekly software uploads
- Created user guides, release notes, internal and maintenance documentation as well as load bulletins for 7 general releases and special projects involving 3 major car manufacturers
- Designed, updated and published HTML and WebHelp online help files in RoboHelp
- Wrote and reviewed test plans using Mercury Quality Center testing software for documentation process flow and for Quality Assurance to run tests

# STEPHANIE WHEELER WHITLOW

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## **SOUTHERN COMPANY – IT GENERATION, Birmingham, Alabama** 9/2004 -12/2006

- Wrote user guides and quick reference guides for 9 utility applications and made changes provided by source matter experts for adherence to Sarbanes-Oxley regulations
- Standardized all written documentation by creating an internal process guide and templates then setting up a cross-departmental review process
- Created system test plans to test 9 utility applications in adherence to Sarbanes-Oxley
- Assisted end users in setting up and performing user acceptance testing for 9 utility applications
- Built and maintained a change management website documenting Sarbanes-Oxley policy in FrontPage then migrated the content to Teamsite
- Created project sites in Windows SharePoint Services as a repository for documentation, management updates and testing for both software development teams
- Created Camtasia training videos for 9 utility applications and posted to department SharePoint site

## **ELECTRONIC HEALTHCARE SYSTEM (EHS), Birmingham, Alabama** 8/2003 -8/2004

- Developed user guides for electronic medical records software
- Designed, updated and published HTML and WebHelp online help files in RoboHelp for medical software system
- Documented assigned issues from the electronic medical records application in bug tracking software and reassigned as necessary to Development, Quality Assurance, and Product Marketing
- Coordinated with project managers, directors, team leads and developers to determine release dates, testing plan schedules and documentation needs

## **SOURCE MEDICAL SOLUTIONS, Birmingham, Alabama** 10/2001-7/2003

- Developed user guides for 3 end-to-end web-based applications: radiology information systems, surgical hospital information management system, and electronic medical records software
- Standardized all written documentation by creating an internal process guide and templates then setting up a cross-departmental review process for medical software system
- Designed, updated and published HTML online help files in RoboHelp for 3 end-to-end applications both for medical software system
- Represented technical communications on a cross-departmental Six Sigma Green Belt team to standardize all company documentation

## **Education and Training**

*University of Alabama at Birmingham* – Bachelor of Arts in English  
*Samford University* – *Professional Development Courses* (Understanding Human Resource Fundamentals, Employment Law Fundamentals, Grant Writing, Microsoft Access, Introduction to SQL)

## **Affiliations**

- Member, North Alabama Society for Training and Development, [www.astdna.org](http://www.astdna.org)
- Member, North Alabama Society of Human Resource Management, [www.nashrm.org](http://www.nashrm.org)
- Member, Institute of Electrical and Electronics Engineers (IEEE), [www.ieee.org](http://www.ieee.org)
- Member, Institute of Electrical and Electronics Engineers – Communications Society, [www.comsoc.org](http://www.comsoc.org)

## **Applications**

Adobe Acrobat	Joomla Content Management System	MKS Integrity Manager
Author-it	Mercury Quality Center (QA)	PeopleSoft Quality Management System (QMS)
Adobe RoboHelp	Microsoft Office LiveMeeting	TechSmith Camtasia Studio
HTML	Microsoft Office SharePoint	TechSmith Snag-It
IBM Rational Clear Case Revision Control System	Microsoft Office Suite	Oracle JHeadstart/JDeveloper
Interwoven Teamsite Content Management	Microsoft Power Point	SAP Crystal Reports 2008
Inbit Full Shot	Microsoft Visio	Microsoft SQL

**Key Words:** Technical writing, training, web content writing, documented instructions, source matter interviews, requirements gathering, publishing software, video screen capture, presentation software, social media, project coordinating, image capture software, document management systems, process flow, estimating, presentation software, product development lifecycle, MIL-STD, critical design, process improvement, JHeadstart, Oracle, Business Objects, Joomla Content Management System (CMS)