Cindy Lou Gildig

Technical Writer, Curriculum Developer

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Summary   Technical writer, curriculum developer, HTML programmer, e-learning developer, and documentation publisher with 27 years experience. Primary emphasis include writing and production of e-learning modules with voice overlay and video, designing instructor-led training curriculum, and writing and publishing documentation for policy, procedure, and end-user guides. Strong liaison between programmer/engineer and learner/end-user, effective translator of highly technical material and processes into an understandable format for all learning modalities and education levels, creation of online learning libraries, conversion of all documents to HTML, PDF, and e-learning formats, development of training materials, and presentation of both end-user and train-the-trainer (T-3) sessions. *(Sample client deliverables available for review. Information on how to access samples is located at the end of this resume.)*

Software   MS Office Suite, SnagIt, Doc-2-Help Documentation and HTML Studio, RoboHelp 7-10, Visio, Lectora, Articulate Presenter Studio 9, Camtasia Studio 5-9, and numerous audio and video editing products.

Independent Contractor

Contractor Roles: *Writer, Editor, Publisher, HTML Developer, T-3 Trainer, Instructor-Led and e-Learning Curriculum Writer and Programmer*

Partial Customer List and Project Summary

dineEquity, Glendale, CA

Applebee's: Interviewed SMEs collecting tribal knowledge; wrote and developed user's guides covering all activities related to Applebee's point of sale (POS) system and restaurant technology usage. Topics include front of the house, back of the house, franchise administrative operations, and franchise-wide customization options. User's Guides: Franchise IT System Administrator's Technical Reference Guide (*859 pages*), Manager's Guide (*667 pages*), and Server's Guide (*362 pages*). Converted all user's guides to HTML (*2,116 topics, 21,360 images, 8,368 hyperlinks, and 5,062 search terms and phrases*) for franchise-wide distribution. Wrote and produced e-learning module on How To Navigate the AppleONE Online Solution Center with animation and voice overlay.

Interviewed SMEs, wrote process and audit documents for Software Development Life Cycle and PCI certification for review and edits by legal and corporate.

Help Desk: Interviewed SMEs on back of the house software updates and installation; created the Help Desk Reference Guide and the Onsite Installer Reference Guide. Converted both user's guides to HTML for Help Desk troubleshooting and onsite software installers.

IHOP: Wrote and developed 27 e-learning modules with voice overlay to educate franchise owners and restaurant managers on how to standardize and customize restaurant menus and forms using Enterprise Data Management (EDM) web-based software.

Interviewed SMEs collecting tribal knowledge; wrote and developed five instructor-led attendee handbooks covering all activities related to MICROS point of sale (POS) system and restaurant technology usage. Instructor-Led Attendee Courseware: New Restaurant Installation Guide (*294 pages*), Manager's Back of the House (*841 pages*), Manager's Front of the House (*411 pages*), Cashier's and Server's handbooks (*1,097 pages*). Converted all curriculum to HTML (*1,908 topics, 13,067 images, 5,617 hyperlinks, and 2,924 search terms and phrases*) for franchise-wide distribution.

dineEquity Corporate: Developed frame for 48 Articulate Quizmaker Certification Mastery Exams for each software and hardware certification program for all dineEquity programmers, analysts, and help desk personnel covering all aspects of IHOP and Applebee's restaurant technology systems.

Land O'Lakes Purina, Gray Summit, MO

Interviewed SMEs, wrote interactions, scripts, quizzes, edited voice files and videos, and programmed 12 e-learning modules to educate wholesalers, retailers, and customers on Purina products, marketing strategies, and arrangement of products to increase sales.

Coca-Cola, Atlanta, GA

Interviewed SMEs to develop instructor-led courseware and Quick Reference Guide for the analysis and interpretation of the RetailNet software. RetailNet software provides executive-level management with complex projection analysis world-wide. Storyboards include drilling down to Banners (economic and population growth summary), Market Snapshots (GDP, CPI, and PPP per capita), Societal Drivers (market urbanization, employment growth), Channels and Segments (e-Commerce, economic health, sizing and trends), and Retail (sales, growth, competitive intensity). Edited and reformatted curriculum for Advanced Retailer Capabilities courseware.

Wal-Mart Information Systems Division, Bentonville, AR

David Glass Technology Center: Interviewed SMEs, wrote System Standards, Guidelines, and Procedures for Data Modeling Normalization, Architecture Infrastructure, Network Infrastructure, Wireless Infrastructure, Voice Infrastructure, Database Design Structure, IMS, SQL, Oracle, Market Basket, Teradata, Oracle, ETL, and PCI standards, International and Affiliate Taxonomy, Vendor Management Office, Project Management Office, Quality Management Office, Audit and Remediation Office, and Human Resources operations and processes.

Empath MD, Inc., Point Richmond, CA

Wrote and developed 367 e-learning modules and mastery certification exams (15-30 minutes each) spanning all aspects of hospital operations, medical, surgical, radiology, lab, pharmacy, etc. Interviewed SMEs and wrote 18 instructor-led software training guides on hospital software products with facilitator guides. Wrote eight software user's guides and converted each into HTML.

Inland Northwest Health Services (INHS), Spokane, WA

Performed needs assessment for each department on Meditech Electronic Medical Records (EMR) software. Developed department-specific training curriculum for Providence hospitals located in California, tested participant's and trainer's guides in live classroom settings, developed e-learning modules for each course, trained SMEs to present courses to other employees.

Volt Information Sciences, Orange, CA

Developed training curriculum for 4.5 day course on Technical Recruiting Methodology, and two e-learning modules including participant's workbook, trainer's guide, slides, individual e-learning modules, and HTML version.

Key Commercial Mortgage, KC, MO

Edited and published policy and procedure manuals (25,161 pages total) for completeness and accuracy, consistency of terms, grammar, punctuation, added hypertext links, jumps, and cross references for HTML file library system with over 7,500 links and macros, and developed setup (installation) CD ROM program for the library for the following manuals: Loan Underwriting Guide, Loan Closing Guide, Loan Exceptions Guide, Special Servicing Guide, Master Loan Servicing Guide, Disaster Recovery Procedures, Contracting Procedures, and Master Servicing Guide.

Edited and published policy and procedure manuals (2,386 pages total) for completeness and accuracy, consistency of terms, grammar, index, and punctuation and job aids for the following manuals: LITHC Compliance Guide, LITHC Asset Management Guide, LITHC Management Guide (Low Income Tax Housing Credit). Programmed HTML library.

United States Marine Corps, KC, MO

Interviewed SMEs for confidential project, wrote and developed HTML version of documentation for field deployment, generated index, glossary, and table of contents. Coded HTML version for Section 508 compliance. Conducted training for Marine trainers on Adult Learning principles to increase retention.

VNUS Medical Technologies, San Jose, CA

Developed operator manual on surgeon usage of the software and hardware product, managed translation and publishing of English version to six languages working with 12 translators and proofreaders (Dutch, French, German, Italian, Spanish, Swedish).

American Home Mortgage, Mount Prospect, IL

Loan Officer Internship Program, UNIFI Procedures for Loan Officers, Loan Origination Guide, and Fair Lending Standards and Practices: Rewrote and converted existing manuals for consistent formatting and higher readability. Developed objectives and question segments at the end of each chapter for verification of reader comprehension. Created links and jumps between the manuals for exhibits and keyword searches for online HTML version using

RoboHelp. Created mastery exams to ensure retention of topics and software products. Published both hard copy and RoboHelp HTML versions.

Loansoft Studio: Interviewed project manager, programmers, trainers, and end-users, wrote and developed training manual on AHM's usage of the product. Created mastery exam to ensure retention of the key concepts and software product usage. Published both hard copy and RoboHelp HTML versions.

CitiMortgage, St. Louis, MO

TeamPlay Application Suite: Interviewed programmers and IS personnel, wrote and developed *three* training manuals on the CitiMortgage usage of the product, created presentation overheads, quick start procedure guides, programmed RoboHelp HTML and wrote trainer's abstract. Trained Information Systems personnel on the project management and time entry software product.

Remedy: Interviewed programmers and LAN OPS personnel on the CitiMortgage usage of the product. Wrote and developed training materials, presentation overheads, trainer's guide, and procedure guides for IS and LAN OPS employees. Trained personnel on the product.

Adult Learning Principles and Mentoring: Researched and compiled training curriculum on accelerated adult learning principles, mentoring/coaching skills, and how to measure the value of training during the learning and skill application process. Presented the 90-minute course to sales management personnel.

Burlington Northern Santa Fe Railroad, Kansas City, KS

Interviewed programmers and engineers, wrote and developed commercial quality manual for project management software. Trained engineers and regional managers on new product.

Farmland Industries, Kansas City, MO

Integrated Crop Management System: Interviewed engineers, programmers, and agronomists, wrote and developed 750 page commercial quality manual, programmed HTML, designed computer-based sales/marketing demonstration of the software, and Quick Start Guide for product demonstration.

National Association of Insurance Commissioners (NAIC), Kansas City, MO

Financial Data Repository: Interviewed programmers and IS personnel, wrote and developed commercial quality 750 page manual, programmed RoboHelp HTML, designed operator software quick start booklets, and developed CBT for new employee training.

Sprint, Overland Park, KS

Sprint New Employee Orientation Guide: Formatted and edited a new departmental employee orientation manual (290 pages) for consistency of terms, grammar, punctuation. Published commercial manual. Designed and programmed HTML files and primary online documentation library.

Sprint MBCS Training Modules: Formatted and edited policy and procedure manual (590 pages) for consistency of terms, grammar, punctuation, published commercial-quality manual and designed cover. Designed and programmed HTML files and primary online documentation library.

Intermediate Employee Orientation Guide: Formatted and edited new training manual (1480 pages) for consistency of terms, grammar, punctuation, and readability for commercial quality hard copy manuals. Designed and programmed HTML files and primary online documentation library.

American Management Association, New York, NY

Access 2000 and Excel 2000: Developed and wrote 2-day advance courseware, Quick Start Guide of Shortcuts, Trainer's Guide on how to present the courses, and trainer practice files for seminar delivery nationwide.

Pillowtex Corporation, Fieldcrest Cannon West Point, NC

Size Preparation System: Interviewed engineers and programmers, wrote and developed manual and compiled help file using RoboHelp, designed software quick start booklet, and laminated Operator Checklists.

Great Lakes Supply, Cleveland, OH

Thermoplastic Extrusion System: Interviewed engineers and programmers, wrote and developed manual and compiled help file, generated CD ROM Setup/Install Shield, designed quick start booklet, and Operator Checklists.

National Gypsum, Shoals, IN

<u>Ready Mix System</u>, <u>Dry Powder System</u>, and <u>Dry Bulk System</u>: Interviewed engineers and programmers, wrote and developed commercial quality manuals and compiled help files using RoboHelp, generated CD ROM Setup and Install Shields, designed software quick start booklets, and laminated Operator Checklists.

Chrysler Corporation, North American Operations

<u>PaintShop Monitoring System</u>, Newark, NJ Plant: Interviewed engineers, wrote and developed commercial quality user's guide and training materials.

<u>Energy Management System</u>, Sterling Heights, MI Plant: Interviewed engineers, wrote and developed commercial quality user's guide and training materials.

<u>DIS Scheduler Control Module</u>, Sterling Heights, MI Plant: Interviewed programmers, wrote and developed software manual, created commercial quality user's guide, and compiled help file using Documentation Studio.

ScriptPro LLC, Shawnee, KS

<u>SP 200 Automated Prescription Dispensing Robot</u>: Interviewed programmers and engineers, wrote and developed educational materials, Windows help file and HTML, and designed and wrote the monthly customer newsletter.

Black & Veatch, Overland Park, KS

<u>Power Resource Simulator Model</u>, Southwest Power Administration: Interviewed engineers, wrote and developed commercial quality manual and compiled help file using Documentation Studio.

<u>Turbine Outage Workstation</u> and <u>Boiler Outage Workstation</u>, Kansas City Power & Light: Interviewed engineers, wrote and developed commercial quality manual and compiled help file using Documentation Studio.

<u>Coal Quality Expert</u>, Electric Power Research Institute: Interviewed programmers and engineers, wrote and developed commercial quality manual and compiled OS/2 help file using Documentation Studio.

<u>PowerCIM</u>, Emission Management Systems: Interviewed programmers, wrote and developed commercial quality manual and compiled help file using Documentation Studio.

Review sample previous client deliverables:

1. Copy to Internet Explorer address bar: **www.gildig.com**

2. Click **FTP Site** link in left pane, and **player.html** in the right pane to launch

3. In the left pane, click **Sample of Deliverables** to expand the outline.

4. Click any **topic** or topic **link** to review samples