

Ann Gordon

Utah
ann@gordoncomputer.com

Websites: <http://www.gordoncomputer.com>
<http://instructionaldesign.gordoncomputer.com>
Blog: <http://www.writetightsite.com>

Specialty: Technical Communication, including Technical Writing, Editing and Instructional Design

Areas of Expertise

- Instruction Guides
- User Manuals
- Editing
- Online Training & WBT
- Curriculum
- Knowledge Base
- Software Simulation
- Train the Trainer
- Instructor-Led Training

Education & Training

MS/CIS Computer Information Systems, *summa cum laude*, U of Phoenix
B.A. Honors in English, German, Business, *cum laude*, Weber State U
B.A. (additional minor) in Secondary Teaching, *cum laude*, Weber State U
20 hrs. **M.Ed.** classes in Education and Psychology, Weber State U
Adult Education Training, Motorola Institute, AZ
Technology Education Recruiting, Bell & Howell for DeVry Institutes
Leadership training: Utah Arts Council, Chinle USD, and STC Conference

Certificates

Secondary Teaching Certificates: English, German, Computer Science, Business
Community College Endorsements: Computer Science, Business Education
School Site Leadership Certificate: Leadership Academy, AZ Board of Education
Neuro-Linguistic Programming (NLP) Certificate: Western States Training, UT

Related Experience

Instructional Design, Technical Writing, Computer Training - 14 years

Technical Writer – Schlumberger - oil & gas exploration – 5-month contract (2011)
Write installation and test manuals for rock sample testing equipment and software (Word, Visio, PSP); edit photos, create Visio graphics; create document template. 90% telecommute.

Instructional Design & Technical Editing – Avaya Telecommunications – 3-month contract (2011)
Analyze existing online courses for translation to 3-D WebAlive platform; write instructional objectives and create outlines for WebAlive courses; 100% telecommute.

Instructional Design, Technical Writer – Clarity Consultants – two contracts (2008 and 2010)
Create online and instructor-led training for call center employees (PowerPoint, Presenter, Breeze, SoundForge); create and edit online knowledge base pages (HTML, Dreamweaver, SnagIt); conduct SME meetings; write training objectives. 30% telecommute.

Technical Writer – Dept of Transportation – two onsite contracts (2007-2008 and 2009-2010)
Write mobile radio and Electronic Fare Collection installation and maintenance manuals for transportation personnel (Word, Visio, PSP); conduct meetings and reviews; photograph equipment; create document templates; develop a document repository in SharePoint. 10% telecommute.

Instructional Design, Technical Writer -- Animation Graphics company - 6-month contract (2007)
Write training manuals and create knowledge base website for employee training and reference (Dreamweaver, Word, SnagIt); capture graphic application screens and document specialized software processes (Maya, Snipe, Perforce); work with interactive video game developers.

Instructional Design – Financial / Credit Card firm – 3-month contract (2006)
Build online training courses for customer service call centers (Siebel, PowerPoint, Flash, Visio); use Design Documents, Instructional Analysis and AP Style Guide; build interactive quizzes; post training (Navigation Builder, Dreamweaver).

Technical Writer, Classroom Trainer – BC/BS Health Insurance – 17-month contract (2004-2005)
Write task-oriented training materials for students and instructors (Siebel, Word) using Functional Design Docs and test scenarios; train users in classroom (Siebel, PowerPoint); create interactive flowcharts (Flash, Visio); assist the QA Style Guide team. 80% telecommute.

Instructional Design, Technical Writer – Northrop Grumman – 7-month contract (2003-2004)
Develop multimedia Web-based training for environmental project for the Air Force; create storyboards, interactive simulations and quizzes (Captivate, Flash, ViewletBuilder, SoundForge, Dreamweaver); edit voice files (SoundForge); write objectives and test questions; train-the-trainer.

Instructional Design, Technical Editor – Intel – 6-month & 10-month contracts (2001 and 2003)
Create interactive training courses (Dreamweaver, Flash, ViewletBuilder, Captivate, OnDemand) for employees and suppliers; develop storyboards, objectives and quizzes (Word); create software simulation courses as well as soft-skill courses on business continuity and software lifecycle.

Technical Writer, Technical Editor – IBM/Tivoli – 13-month contract (2000-2001)
Write and edit Tivoli storage management user manuals for UNIX and Windows (SGML) and generate HTML, PS and PDF files from single-source files (AdeptEditor); document and test commands; manage document review process (LotusNotes); write test procedures; ISO 9000.

Curriculum Design, Adjunct Computer Teacher – CEU Community College – 2 years (1998-2000)
Develop courses and teach computer skills including: graphics, HTML, business communications and word processing (Word, Paint, PowerPoint), desktop publishing (PageMaker) and spreadsheets (Excel); write curriculum guides, assignments, learning objectives and quizzes; assign grades.

Instructional Design, German Localization, Project Lead – Alpnet, Inc. – 12 months (1996-1997)
Develop multimedia computer-based training courses for NETg (SoundForge, IconAuthor, PSP); use both German and English operating systems; create courses for SAP, LotusNotes and MSOffice; test and track bugs; coordinate with QA; file status reports and track milestones (MS Project, Word).

Technical Reports & Presentations, Research – MS/CIS grad student, UoPhx Online – (1997-1999)
Research and write technology papers and presentations for two years (Word, PowerPoint, Project, Access); edit team deliverables; use online library, ICQ and Convene applications; analyze software projects, create network and ERD diagrams; defend project research; all courses virtual.

Curriculum Design, Computer Lab Director, Trainer – CUSD Schools – 2+ years (1994-1996)
Install and maintain large computer lab; order and install all requisite software and hardware; develop curriculum for grades K - 8 and teach all students; write technology proposals, grants, RFPs and admin reports for the school and district; train teachers; develop community outreach program.

Computer Consultant, Graphics, Trainer, Webmaster - 13 years

Apple Computer Education Sales Consultant – Connecting Point, AZ – full-time (1991-92)

Technical Trainer & Writer, Webmaster, Computer Graphics – Gordon Computer

Deliver and install Macintosh computer systems, software applications and networks in K-12 schools; analyze district technology needs and write technology proposals; train the trainer.

Freelance Writer, Editor, Publisher, Graphics, Public Speaker - 27 years (concurrent)

Gordon Computer LLC and Dawn Publishing: Ghost writer, editor and author (Word, PageMaker, InDesign); write / edit articles, newsletters, and training materials; self-publish booklets & books, book promotions; create and deliver self-publishing & writing lectures, speak at STC, ISPI and Utah Writing group meetings; create and edit vocal files for online courses and websites (SoundForge).

K-12 Teaching, Curriculum & Instructional Design - 6 years

Develop curriculum, design lessons and teach Reading, English and Math in alternative junior high / high schools (7-12); teach Reading and Math (7-12); manage computer labs and teach Computer Science & Business Communication (K-8 and 10-12).

Awards

Top National Recruiter Award (5th of 210) -- DeVry Technical Institutes
Winner -- WSU Poetry Contest (for two poems)
Winner -- LUW Creative Writing competition in Salt Lake City (article & short stories)
Business Awards -- Extemporaneous Speech, Ad Campaign & Keyboarding (statewide competition)
Finalist -- Most Outstanding Female Student of the Year, WSU
Most Outstanding Honors Program Graduate and Phi Kappa Phi Graduate, WSU
Awarded Government and Corporate Grants for Computer Lab upgrades

Affiliations

Society for Technical Communication (STC)
- Chapter president, competitions judge, regional rep
- Special Interest Groups: assistant manager, survey manager, newsletter contributor
Moab Poets & Writers, board member & webmaster
League of Utah Writers: Oquirrh Writers Group, newsletter editor
International Society for Performance Improvement (ISPI), member
Assoc of Professional Communication Consultants, member
eLearning Guild, member
Bright Hub Science and Technology article consortium, contributing author
Podiobooks.com – Patron, member and contributor
Rocky Mountain Fiction Writers, member
Online Division - College of Metaphysics, webmaster and director

Websites designed, built & maintained

Instructional Design: <http://instructionaldesign.gordoncomputer.com>
Online Portfolio & Resume: www.gordoncomputer.com
Local Writers Group: www.moabpoetsandwriters.org
Book promotion: www.womanwarchief.com and www.fivescalps.com
Writing Blog: www.writetightsite.com
Grand Gourds: www.grandgourds.com
Czech Crystal: www.czechcrystal-us.com
Philosophy correspondence school: www.divinemetaphysics.org
Tribute to son: www.ericwillis.info