

Mary E. Masse

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Special Skills

- *Skilled creative writer*
- *Ability to organize and direct*
- *Ability to communicate well*
- *Ability to integrate information and learn quickly*
- *Very skilled at developing documentation layout/formatting, illustrations, charts, tables, graphs, diagrams, etc.*
- *Very skilled at proofreading/editing/quality control.*
- *Training delivery and facilitation in both a classroom environment and at customer sites*
- *Affinity for working face-to-face with customers*
- *Website design and development in HTML*

Experience

Agfa HealthCare (formerly Heartlab, Inc.)

Westerly, RI. 2003 to present.

*As a **Sr. Technical Writer**, responsible for producing User Guides, training materials and online help systems for cardiac imaging applications using Adobe FrameMaker and RoboHelp. This includes developing the templates and documentation procedures for both the printed documentation and the online help system. In addition, responsible for working with developers and other subject matter experts as well as executing the applications for verification of functionality. Responsible for training other writers on the use of the FrameMaker and RoboHelp templates, as well as delivering training to customers.*

*As **Technical Training & Documentation Manager**, responsible for developing training processes and organizing the work of that growing department while managing the documentation department and continuing to develop user manuals and online help systems. Responsibilities include: creation of student registration and payment processes, training materials development, training delivery, course facilitation, development of a new technical infrastructure to support the documentation and training work, providing leadership and mentoring to a new hire, and coordinating and scheduling the contributions of others. Manages personnel activities of staff and tracks the progress of the work to ensure quality and timely delivery of the final product.*

*As a **Product Specialist**, traveled to customer sites to train physicians and other hospital staff on how to use the software. Aided in installation tasks and troubleshooting to launch the software to production. In addition, gave product demonstrations to customers at major cardiovascular trade shows.*

Web Design/Development & Digital Photography – www.memkotycreations.com

Richmond, RI. 2002 to present.

Web design and development for homes and small businesses, to include design, content creation, photography, and HTML implementation. Digital photography services at horse shows, weddings and other events.

**Experience
(continued)****Consulting**

RI & MA. 2001 to 2003.

GTECH Corporation – As a **Sr. Technical Writer**, produced User Guides for GTECH's lottery system GUI applications using Adobe FrameMaker. Collaborated with developers and other subject matter experts and executed the applications for verification of functionality.

Fleet Capital Leasing – As a **Sr. Technical Writer**, gathered existing documentation and interviewed subject matter experts in order to develop, write, format and publish FCL's Information Technology division's business practices that support FleetBank Financial's corporate technology policies; developed, coordinated and delivered training presentations on the practices; developed and maintained an internal website for the practice information; proofread, edited and formatted all project documentation for an SAP implementation project, and aided in the planning of business scenario testing for the project. Wrote, designed the layout and distributed the project's internal newsletter, as well as performed a quality assurance review of all business process documentation developed using InfoPak, SAP's documentation tool. In addition, wrote a user manual for the project's defect tracking system.

AS Waterman, Inc. – As a **Sr. Technical Writer**, wrote, edited and formatted training materials for Item Software's Development Kit.

Mesa Systems International, Inc.

Warwick, RI. 1999 to 2001.

As **Technical Publications Manager**, managed a staff of five; established, evaluated and documented department policies and procedures; selected publishing tools, arranged training on these tools, and designed format standards; scheduling and workload balancing/risk management; conducted candidate searches; contributed to researching, writing, and updating user and system documentation, online help systems, technical papers, release notes, etc., as needed; maintained an internal Publications website.

IBM / Early, Cloud & Company

Middletown, RI. 1991 to 1999.

As a **Project Manager**, ensured that critical tasks were completed according to schedule for projects involving team members from all functional areas of the company (i.e., Training, Marketing, Development, Sales, Finance, etc.). Completed 50% of IBM's Project Management certification courses.

As an **Information Developer/Technical Writer**, wrote and edited user reference and technical documentation for internationally-used customer information and client/server software packages. Provided Quality Assurance procedures to ensure documentation accurately reflected the software capabilities. Documented and reported to programmers any system failures or inconsistencies.

As a **Maintenance Editor**, provided first-level quality check on critical manuals. This included proofreading for spelling, grammatical, and typographical errors, as well as ensuring adherence to formatting and writing standards.

As **Coordinator/Editor** of the Research and Development Department's newsletter, wrote, edited, delegated writing assignments, performed desktop publishing/layout design and implementation, and coordinated distribution of both online and paper copies.

**Experience
(continued)*****IBM (continued)***

As a Support Development Analyst, established educational standards/plans for the Customer Support staff and ensured that all support personnel were adequately trained in order to achieve those standards and to develop professionally. Represented the Support organization during the software development process. Wrote, edited and maintained a Support Operations Handbook of standards and procedures.

Marketing Design Source, Inc.

East Greenwich, RI. 1990 to 1991.

As Production Manager, wrote, produced, and designed the layout of client's advertisements, public relations, and marketing literature. Interacted with outside vendors (designers, artists, photographers, and printers) to produce the final product.

Aquidneck Management Associates, Inc.

Middletown, RI. 1986 to 1990.

As Production Coordinator, responsible for staffing assignments within the Graphics Department, balancing the skills and workload of the most appropriate illustrator/desktop publisher to the requirements of each particular job. Determined the most efficient method/software to accomplish the task and then tracked the progress of the work to ensure quality and timely delivery of the final product. Used PageMaker to design layouts for ads, brochures, newsletters, and other publications. Used a Linotronic typesetter to produce printer-ready master boards.

As a Technical Writer, formatted, edited, and wrote technical documents, reports, memorandums, and slide presentations relating to submarine weapons failure analysis and research and development efforts for the Naval Underwater Systems Center, Newport, RI. Coordinated technical writing, graphics, drafting, word processing, and production resources to produce a final document or other deliverable product. Technical liaison with design engineers and technicians to validate the contents of the reports.

Education

University of Rhode Island. Kingston, RI. College of Arts and Sciences.

Bachelor of Arts, 1986 – English, with writing emphasis; GPA 3.4/4.0 – Dean's List

**Completed
Professional
Courses**

- *Project Management Fundamentals*
- *Leadership in a Project Team Environment*
- *Microsoft Project 98 Fundamentals*
- *Applied Planning and Scheduling Using Planner and Microsoft Project 98*
- *Java Programming*
- *Developing OO Applications with Java: The Full Life Cycle*
- *Object-Oriented Programming with Java*
- *C Programming Fundamentals*
- *Basic Lotus Notes*
- *Authoring Structured Documents using FrameMaker + SGML*
- *RoboHelp X5 – HTML-Based Help*
- *First-Time Managers & Supervisors*

Software

FrameMaker, FrameMaker + SGML, RoboHelp, Photoshop, Microsoft Word, FrontPage, Microsoft Project, Interleaf, Microsoft Excel, Adobe Acrobat, PageMaker, Lotus WordPro, Lotus 1-2-3, CorelDraw, Lotus Notes, MacDraw, Microsoft Outlook, screen capturing tools, etc.

Interests

My children, horseback riding/showing, photography, website design and development, reading