

THE Communication Solution for your Small Business

WHAT WE CAN DO FOR YOU

- Translate complex information into user-friendly documentation
- Develop and update your employee handbook, product knowledge guide, user reference guide, and policy, procedure, safety, and personnel manuals
- Develop your OSHA-required Injury and Illness Prevention Program
- Create a newsletter for your customers and/or employees
- Design effective training classes, materials, and job aids
- Develop clear, concise user's guides for your software

PROFESSIONAL EXPERIENCE

Policy and/or Procedure Manuals

- Created policy, procedure, and product knowledge guides for small credit unions to satisfy auditor's requirements.
- Managed three-person documentation department to create and maintain all policy and procedure for Downey Savings & Loan.
- Worked with department managers to research and write information technology, internal asset review, telecommunications, and loan servicing policy and procedure for Downey Savings & Loan.
- Worked with business unit managers to research and write online loan origination, Injury and Illness Prevention Program, and human resources policy and procedure manuals for WFS Financial, Inc.
- Created financial product guides for American First and Tenet Credit Union.
- Created hard copy and online employee handbooks for several small companies.
- Worked with subject matter experts to create online User's Guide for OfficeMate Software Solutions software.
- Wrote Disneyland Maintenance Division secretarial handbook.

Newsletters

- Wrote, edited, and published weekly operational newsletters (both paper-based and online) and monthly corporate newsletter for WFS Financial, Inc. and Western Financial Bank.
- Wrote articles, edited, and published bi-monthly, paper-based corporate newsletter for American First Credit Union.
- Wrote articles, edited, and published quarterly Disneyland Maintenance Division newsletter.
- Wrote articles, edited, and published quarterly newsletter for a dentistry practice.

Training Design/Development

- Designed and facilitated profitability, communication, management, sales training, product knowledge, and safety classes for various companies.
- Designed a corporate university program to promote and recognize employee training.
- Designed a career development program.
- Designed, developed, and facilitated new-hire orientations.

Education

- Technical Writing Certificate, Cal State Fullerton
- Total Trainer Certificate, American Society for Training & Development
- Total Quality Service Certificate, University of Phoenix
- STAR and MERIT Programs, Credit Union National Association
- B.A., Social Work and Psychology, University of Missouri

Years of Experience

- 10 years writing and producing electronic and paper-based policy, procedure, end-user, and human resource manuals
- 16 years writing/editing both technical and human interest corporate newsletters
- 4 years designing training programs and materials

Industry Experience

- Auto Finance
- Credit Unions
- Human Resources
- Information Technology
- Mortgage Lending/ Servicing
- Retail Banking
- Safety
- Sales and Service
- Software
- Telecommunications
- Training

Society for Technical Communication Awards

- 2006: Award of Excellence, Newsletter Competition
- 2011: Distinguished Chapter Service Award