



ARDEN GATLIN-ANDREWS

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Education

University of Phoenix
Oklahoma City University

M.A. Ed. 2004
B.A. Liberal Arts 2001

Professional Skills

Windows 2000/XP/Vista
Microsoft Word, Excel, PowerPoint, Access, FrontPage, Expressions, Publisher
Microsoft Outlook/Express/Mail/Explorer
Corel Draw/Paint Shop Pro/Photoshop
Adobe Acrobat Professional
Quark Express/PCAnywhere/Robohelp

Tests & Certifications

Praxis Principles of Learning & Teaching Secondary (2005 passed)
Praxis Business Education (2005 passed)
CIW Associate and CIW Foundations Instructor certified

Experience Summary

Years of experience in creating business documentation/publications including producing software manuals, online help files, tutorial/training manuals and presentations. Worked with programmer/analysts, management, specialists and technical & marketing executive personnel to prepare user-friendly media. Documentation projects include: Marketing Publications, Robotics Training Manuals, Emergency Notification Help, Training and User Manuals, IVR Cable Help and Manuals, Hospital Patient Registration Help, Product Catalogs, Shareware Help, On-line Credit Card Web Based Help and Accounting Help/Manuals. Create and customize animated slide and handout presentations, projects and agency-wide graphic and desktop publications. Train personnel on technical writing software packages, Microsoft Office products and technical writing techniques.

Taught Business Economics and Computer Productivity to secondary education students. Webmaster and creator of the site for hobby of showing purebred international award winning Sphynx cats at www.sphynxlover.com. Volunteers spare time to teach adult community residents Microsoft Office Suite programs. Occasional substitute teacher for Williamson County Fairview schools and volunteer at a local children's community center.



Work Experience

Dialogic Communications Corporation

Franklin, TN (615) 790-2882

Linda Young – Marketing Manager

1997 – 2001

Technical Documentation Manager:

- Supervised and trained other Technical Documentation personnel and managed out-going documentation targeting all end users or customers of a technical nature.
- Assisted in documentation of a marketing nature.
- Write/Edit all user documentation (online HTML/HLP/CHM help, user and training manuals) for all software products (approximately 50 applications) including online help files, quick reference guides, interactive web help, visual tutorials, as well as printed documentation.
- Software Used: Robohelp, Microsoft Office (Word, Excel, PowerPoint and Access), PageMaker, Adobe Acrobat Professional, Paint Shop Pro, Corel Draw and FrontPage.
- This position was a contract-to-hire.

Various Freelance Technical Writing Positions

1995 - 2004

Technical Writer/Desk Top Publisher:

- Contract Technical Writer positions for companies including GM OKC, HCA, COMDATA and many small businesses.
- Responsibilities covered preparation of text and graphics for robotics training manuals, health care records, accounting software and online software programs.
- Created drawings using Corel Photo Paint/Draw and PowerPoint, acquiring photographic images and editing text to create an attractive and informative presentation.
- Created and wrote technical documentation and implemented help files, manuals and other documentation as needed.

KENROB & Associates, Inc.

Oklahoma City, OK (800) 853-6762

Ken Robinson – President

1991 to 1994

Technical Writer at Federal Aviation Administration Office of Aviation System Standards (AVN):

- Performed a variety of assignments regarding the preparation, writing, editing, researching, formatting and processing of publications, documents and evaluations of technical documentation.
- Created and customized presentations, projects and technical documentation for database, designs and graphic impact, data reports, program user guides, data flow charts and various other technical documents.
- Ensured that these documents were comprehensible, had a logical development of subject matter, level of concept, expression and vocabulary.
- Guaranteed documentation was appropriate for the specific audience of 1000+ agency-wide employees and that they conformed to AVN and agency procedures, rules and government regulations.
- Responsible for documenting software applications and trouble-shooting software problems as needed by employees, which included teaching basic software program use.
- Vital team member on many special project committees including the Worldwide Quality Awards for Excellence Programs and the 8th International Flight Inspection Symposium in Denver, CO.

References upon request.

Samples provided upon request.

