Karen Rempel

Senior Documentation Specialist

Bridging people and technology

www.karenrempel.com

kyr@karenrempel.com ● 347.362.5677

100 W. 12th St. #6B, New York, NY 10011

Executive Summary

Superior written and verbal skills

Working from technical specifications, source materials, and software under development, and conferring with subject matter experts, I produce award-winning, clear, concise written materials that provide the right level of detail to meet the needs of a variety of audiences.

Participation in software development life cycle

I have worked on various types of agile, SDLC, and extreme development teams to produce and implement quality software products quickly. For example, at Coast Capital Savings (CCS) we used agile development to deliver online help for their T24 implementation. I worked with a team of business analysts, trainers, subject matter experts, software developers, testers, project managers, and business end users to document processes as they were finalized for the business. I have also contributed to user interface design and testing on numerous projects.

Experience of 20+ years on software teams: NRECA ● DMSI ● CCS ● Vancity ● Rockwell Automation ● Rockwell Software ● Dynapro Systems ● Chancery Software ● Xinex Networks ● Computer Associates.

Wide range of industry and subject matter experience

Banking and credit unions ● computer software ● telecommunications ● construction ● power generation ● insurance ● taxation ● operations ● accounting ● libraries ● fashion ● health care ● engineering and geoscience ● client-server and network operations ● environmental remediation ● irrigation ● food warehousing and delivery ● automated manufacturing processes ● oil and gas ● quick service restaurants ● project management.

Time management, problem solving, and analytical skills

I meet all deliverables and deadlines, always. I achieve this through using resourcefulness, innovation, and collaboration to solve problems and accurately analyze project needs. I use an iterative process to communicate solutions and translate analysis into concrete written results. I specialize in gathering information from business stakeholders and project team members and synthesizing large quantities of data into customized deliverables that meet end users' needs. I excel at managing multiple tasks simultaneously, using exceptional organizational skills to track all requirements and work-in-progress and to prioritize the workload.

Writing and developing for the web

I have been developing materials for the web, including web-based training tools, since 1996. On a recent project for APEGBC, I created a web-based document library with interactive graphical mindmaps of the stages of the registration and licensing process, policy briefs, and other online resources that staff and volunteers use in their daily work. I also developed and delivered standard operating procedures via their internal wiki. I have developed and edited numerous websites using HTML and JavaScript. Currently working in HTML5.

Leadership, project management, and staff training

I enjoy helping people learn, understand what is required of them, succeed, and develop their potential. My first project manager role was in 1996 (Xinex), when I coordinated production of user documentation and marketing materials, managing a team of contractors. I was Documentation Lead for Vancity and CCS, where I managed small writing teams and directed some software development work. I have trained staff in almost all the companies I've worked for. As STC CWC chapter president, I guided a volunteer team that grew from 12 to 27.

Developing and following standards and guidelines

On every project, I first look for existing standards and guidelines, and if they don't exist, I develop them as needed. I have developed numerous style guidelines; recent clients include A&W, Sysco, HOCHTIEF AG, Tervita, and Able Irrigation. I helped Vancity and CCS develop terminology guidelines to use in their T24 user interface.

Information architecture and content management

For a project with APEGBC I created an accessible web-based delivery structure for 180 policies and related documents. On another project I organized 20,000+ files of user manuals and online help into a structure that was easily accessible from a few menu items. I follow industry standards and best practices for content management, source control, and version control. At CCS I set up a content management system for hundreds of online help files using SharePoint. I am experienced with structuring content using XML & DITA.

Excellent interpersonal skills

I like working with others towards a common goal. I listen carefully to what others say, treat people with respect, and am a fun, supportive team member. I am comfortable with conflict resolution and work towards mutual understanding, relationship building, and pragmatic solutions. For information about the positive contributions I have made as a team player, please see the recommendations of my work on LinkedIn.