KAREN REMPEL

SENIOR DOCUMENTATION SPECIALIST

Bridging people and technology

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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.

Summary

I have worked as a technical writer since 1993, writing and editing many types of documentation. My role varies from supervising writers in-house to being the sole writer on an international team where all the communication is virtual. I have a diploma in Professional Writing from the highly regarded Print Futures program at Douglas College, as well as a Bachelor of Business Administration degree and an MA. I served my professional organization, the Society for Technical Communication's Canada West Coast chapter, in its highest office, president, for the 2008–2009 term. I helped the chapter win two STC Pacesetter awards for innovation. I was also honored to win the STC's Distinguished Award for technical communication. I was the Competition Judging Manager for the STC's International Summit Awards in 2016.

I produce top quality documentation quickly and always meet deadlines. I learn about my clients' business and products rapidly, and am adept with the latest development tools. I have been a consultant since 1995, and incorporated in 2003. I formed a limited liability company in 2017. In recommendations on LinkedIn, my clients say my top qualities are "expert, great results, on time, high integrity."

Skills

Writing and editing • project management • interpersonal communication • business analysis • requirements gathering • document and web design • user interface design • research • supervising and training • regulatory reporting • accounting and financial analysis • blogging.

Writing Experience

User and system administration manuals • professional journal articles • business cases • project plans • functional and design requirements • standard operating procedures • online help • web materials including online tutorials, websites, forums, and wikis • training and quick reference materials • process maps and diagrams • white papers • newsletters • press releases • proposals • style and terminology guidelines • mindmaps • legal documents • forms, letters, and reports.

Computer Experience

Text, Layout, Web, Graphics, and Help Software

Microsoft Office Suite, MS Project, SharePoint Designer, Adobe Technical Communication Suite (including FrameMaker, RoboHelp, Acrobat Professional), MadCap Flare, Adobe Creative Suite (including InDesign, Dreamweaver, Captivate, Illustrator, Photoshop), WordPress, Corel Paint Shop Pro, GIMP, many others.

Other Software

Temenos T24, Microsoft SharePoint, Microsoft Visio, Microsoft Project, Kentico CMS, ClearQuest, ClearCase, Library Pro, Accpac, Simply Accounting, Baan ERP (now Infor ERP), many others.

Writing and Publishing Experience

Consulting Work
1995–present

Senior Documentation Specialist
Unless other role indicated in bold

Smaller projects omitted for brevity.

A&W Canada Converted Operations Manual to MadCap Flare; restructured and updated content to reflect current standards and procedures. Trained staff. Liaised with translator. (2016–2017)

Sysco Canada Assisted management team to develop handbooks of standard operating procedures. Designed, formatted, and edited handbooks for associates across Canada. (2013–2017)

AltaLink Assisted with documenting systems to verify and validate North American security protocol compliance. Documented large-scale database back-end systems for power grid; systems used Microsoft SQL Server 2012. Assisted team to write exploratory ETLs and analyze data. (2016)

Second Strike Inc. Documented SQL database systems. Mapped business processes and created process flow and data structure diagrams. (2016)

HOCHTIEF AG **International Technical Editor Consultant.** Edited legal claims preparation documents for international arbitration. Worked with engineers in Chile and Germany. (2016)

NRECA **International Technical Writer Consultant.** Wrote task-focused user manual for electrical utility billing software. Worked closely with software developer in Haiti. (2015–2016)

Design Maintenance Systems Inc. Updated legacy software documentation using RoboHelp for online help and FrameMaker for user's guides. Converted manual to Russian. (2015–2016)

Consulting Work

1995–present, cont'd

Technical Writer | Information Developer

Unless other role indicated in bold

BC Hydro Converted training materials into MadCap Flare. Developed scalable MadCap Flare project structure and templates for multi-role, multi-output content management system, including PDF and HTML5 target outputs. Trained staff to update content in MadCap Flare. (2015)

Chevron Canada Wrote standard project management and risk management procedures and guidelines for the Burnaby refinery. Edited & formatted 190-page handbook in 3 days. (2014–2015)

Able Irrigation Ltd. Wrote SOPs and guidelines. Assisted owners to refine mission statement, develop web content, and expand use of social media. Edited company website. (2012–2015)

Assn of Professional Engineers and Geoscientists of BC Analyzed, organized, wrote, and delivered web-based policy briefs for licensing and registration process. Created mindmaps. Wrote formal and informal standard operating procedures (SOPs) for wiki. Trained staff. (2013–2014)

Insurance Corporation of BC **Business Analyst | Technical Writer.** Analyzed tax content and updated existing forms, letters, and online procedural manuals for PST conversion project, working with business analysts, subject matter experts (SMEs), and stakeholders at every level of ICBC. Assisted other team members with their deliverables. (2012–2013)

Tervita **Senior Documentation Specialist.** Edited, analyzed, and prepared documentation for project proposal packages for RFPs and RFQs. Identified gaps in required content. Created style guidelines for proposal team. (2012, 2013)

Inventure Solutions Inc. – A Vancity Company **Documentation Lead | Business Consultant.** Recommended improvements to the user interface of T24 software for banking system implementation. Captured To Be procedures during team-based process reviews. Developed online help framework and topics. Trained and supervised team members. (2011–2012)

Coast Capital Savings Credit Union **Documentation Lead.** Designed and implemented end user documentation for T24 banking system implementation using single sourcing and version control. Worked with developers to integrate new online help into T24 screens. (CCS sold this solution back to Temenos!) Worked with business team to design and develop software menu structure, integrated with system security. Documented database back-end which used SQL to serve banking data to front-end software. (2010–2011)

Rockwell Automation, Inc. Updated online help, users' guides, and installation guides for manufacturing process control and data modeling software, working with an international team. Updated a documentation set consisting of 20,000+ files, 7 users' guides, and 20 help projects in 9 months. Prepared PDF files well in advance of final software builds. (2006–2009)

Rockwell Software Ltd. Planned, wrote, and edited users' guides, installation guides, getting started guides, reference guides, readme files, and online help for manufacturing process control software. Documented client-server software with object-oriented programming using C and C++. Worked with an international team on multiple projects and products. Coordinated user interface design. Designed HTML style sheets and produced HTML help. Edited XML code. Converted Interleaf documents to FrameMaker. Assisted writing team members. (2000–2006)

Dynapro Systems Inc. Researched, wrote, edited, illustrated, and desktop published manuals and online help for manufacturing process control software and hardware. Interviewed staff in every department and documented internal financial, resource planning, and production (ERP) processes, producing a 1,200-page manual that helped owner sell company. (1996–1999)

Xinex Networks Inc. Documentation Manager. Coordinated production of user documentation, online help, and marketing materials for telecom and multimedia products. Wrote wizards, white papers, speeches, press releases, and presentation materials. Hired and supervised independent contractors. Updated website (now defunct). (1996–1997)

Author
Complete Beading for Beginners
Harbour Publishing Co. Ltd.
Pender Harbour, BC
1994–1996

Concept Development and Promotion Researched, wrote, designed, illustrated, and desktop published 66-page, full-color prototype of beading how-to book. Pre-sold 1,500 copies. Obtained distributor. Expanded content to publisher specifications (final length 159 pages).

Awards STC Canada West Coast chapter's Distinguished Award in the Training Materials category, 1996. STC's International Merit Award for Training Materials, 1997. Canadian best-seller.

Technical Writer
Computer Associates
(Now Sage Software, Inc.)
Vancouver, BC
1993–1995

Technical Writing Planned, wrote, edited, and indexed accounting software user manuals; designed, wrote, and desktop published newsletters and a quick reference card that shortened manual length by 52 pages; wrote update notices; documented procedures for internal writers' handbook; prepared text for French translation; checked finished translation for completeness and accuracy; wrote and compiled online help; created sample data and forms; met all deadlines.

Writing experience prior to 1993 omitted for brevity.

Publication Credits
1992–present

Newspaper, Magazine, and Creative Writing Contributed articles, reviews, fiction, and poetry to these and other publications: BC Woman, Canadian Health Care Magazine, Coastlines, Discorder, Intercom, Merritt Herald, Room of One's Own, TV Week Magazine, Vancouver Sun.

Business and Administrative Experience

President
Monkey Valley Enterprises LLC
New York, NY
and
Monkey Valley Enterprises Inc.
Vancouver, BC
1995–present

Direct all aspects of consulting business, including marketing services to clients; maintaining website; managing work-flow, correspondence, purchasing, and record-keeping; accounting; tax and other government reporting; financial planning; and furniture assembly!

Self-employed consultant since 1995. Incorporated in Canada in 2003 as Monkey Valley Enterprises Inc. Organized the New York-based LLC, Monkey Valley Enterprises LLC, in 2017.

Executive Director
Monkey Valley Retreat Centre
Merritt, BC
2003–2011

Created a retreat center on 160 acres in the wilderness near Merritt, BC. Guided and taught retreat participants. Hosted for-profit and free residential retreats for groups of up to 25 people. Planned and executed all logistical details, including promotion, meals, and accommodations.

Management Accountant
Quick Fax Registry Services
New Westminster, BC
1988–1990

Controlled all functions of accounting department up to and including financial statements. Increased departmental output by 30% and streamlined procedures to reduce work-time by 85 hours per month. Trained and supervised up to six employees.

Management Accounting Officer
Transport Canada
(Now Vancouver Airport Authority)
1987

Prepared financial statements, updated budgets, performed variance analysis, and generated graphics to produce 37-page monthly report under deadline. Assisted in preparation of annual budget and five-year financial plan for the airport.

Earlier business and administrative experience omitted for brevity.

Education

Naropa University
Boulder, CO
2007

MA Master of Arts degree in transpersonal psychology, with an ecopsychology concentration (cumulative GPA 4.0).

CPA BC
Vancouver, BC
1989, 1995–1996

Postgraduate Course Work Studied advanced accounting courses toward partial completion of the Certified Management Accountant (CMA) designation. (Now called Chartered Professional Accountant designation.)

Douglas College
New Westminster, BC
1993

Diploma Print Futures professional writing diploma. Achievements: Dean's list, received scholarships for outstanding academic achievement and entrepreneurial ability.

Simon Fraser University
Burnaby, BC
1988

BBA Bachelor of Business Administration degree, with an accounting concentration. Achievements: Dean's list, received scholarships for high academic achievement.

Service Work

New York Road Runners
New York, NY
2016–2017

Runner and Fundraiser. I ran the New York Marathon in November 2016, and raised over $3,000 for Harlem United. This fantastic organization helps Harlem community members by providing access to health care, resources, and education about AIDS and HIV. They provide quality HIV prevention, housing, and care services in a safe and nurturing environment to unite Harlem's diverse communities and address the needs of all people living with and threatened by HIV/AIDS.

I race regularly with NYRR and run for Team for Kids and other charities. I am doing the 9+1 program, running 9 races and volunteering for NYRR at 1.

Society for Technical Communication
International Organization
Fairfax, Virginia
2016

and

Canada West Coast Chapter
Vancouver, BC
2008–2012
1996–1999

ISA Competition Judging Manager (2016). Managed a team of 20 judges to evaluate the top electronic entries from local and regional competitions that progressed to the STC's International Summit Awards competition. Judged video entries and provided recommendations for the organization to follow for judging video entries in the future.

Information Interview Coordinator (2011–2012). Designed and implemented a "mentorship lite" Information Interview Service. Linked new and aspiring writers with senior writers in the Vancouver area. Chapter won a Pacesetter Award for innovative community operations. Other chapters (including the New York Metro chapter) have implemented a similar service based on the model I created.

President (2008–2009). Led team in transition from geographically-based to virtual chapter, while continuing to support local programs. Recruited volunteers (increasing team from 12 to 27). Guided budget preparation and strategic planning. Chapter won a Pacesetter Award for innovative use of technology. Provided leadership oversight as Past President (2009–2010).

Vice-President (1998–1999). Coordinated the chapter's technical publications competition. Assisted the president. Participated in decision-making.

Treasurer (1996–1997). Guided the chapter's executive members to prepare a detailed budget for the year's activities. Handled all banking, investments, and financial affairs.

Other service work omitted for brevity.