

# Karen Rempel

Senior Technical Writing Consultant

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100 W. 12<sup>th</sup> St. #6B, NY, NY 10011

## Portfolio and References

- [karenrempel.com](http://karenrempel.com)
- [linkedin.com/in/karenrempel/](https://www.linkedin.com/in/karenrempel/)

## Graphic Illustrations



Knowledge Base

A world-class technical writing consultant, I use my exceptional verbal, written, and interpersonal communication skills to write and edit documentation for a wide range of internal audiences and external customers in various technical and business environments. My clients say my top qualities are “expert, great results, on time, high integrity.” And a great asset on karaoke night!

## Select Consulting Experience

2020-now	<p><b>Bloomberg LP, New York NY</b> Senior Technical Writer   Team Lead</p> <ul style="list-style-type: none"><li>▪ Redesign communication suite for Enterprise Technology products and services using web-based delivery method.</li><li>▪ Develop a unified content strategy to make Enterprise Console and other products easier to use, cut down on support time, and improve delivery.</li><li>▪ Lead and support writing team to deploy talents and develop content effectively.</li></ul>
2018-2019	<p><b>Carpenter NY Development (Grasshopper Bank), NY</b> Senior Technical Writer   T24 Expert</p> <ul style="list-style-type: none"><li>▪ Helped Operations team develop and document over 90 banking processes and operating, risk, and credit procedures for Temenos T24 banking implementation.</li><li>▪ Contributed input to user experience (UX) design for proprietary online and mobile banking app.</li><li>▪ Helped bank comply with regulations to gain OCC charter.</li></ul>
2015-2019	<p><b>BC Hydro, Vancouver BC</b> MadCap Flare Expert   Training Materials</p> <ul style="list-style-type: none"><li>▪ Converted training materials from InDesign into MadCap Flare for multi-role, multi-output content management system to streamline document production.</li><li>▪ Created training materials to support in-house writing team to keep the documentation up-to-date.</li></ul>
2018	<p><b>Research Foundation-CUNY, New York NY</b> Senior Technical Writer   SOPs</p> <ul style="list-style-type: none"><li>▪ Created and updated Mental Health Service Corps handbooks of standard operating procedures (SOPs) for staff, supervisors, and healthcare facilities. (Thrive NYC initiative.)</li></ul>
2014-2018	<p><b>Sysco Canada, Vancouver BC</b> Senior Technical Writer   SOPs</p> <ul style="list-style-type: none"><li>▪ Worked with management team across Canada to develop handbooks of SOPs for delivery associates and inventory planners to improve service excellence.</li></ul>
2013-2014	<p><b>Engineers and Geoscientists BC, Vancouver BC</b> Senior Technical Writer   Knowledge Base</p> <ul style="list-style-type: none"><li>▪ Created web-based policy briefs and knowledge base for licensing and registration process for 800+ engineers.</li></ul>

# Karen Rempel

## Senior Technical Writing Consultant

### Education

- Naropa University  
Boulder, CO  
**Master of Arts in Psychology**
- Douglas College  
New Westminster, BC  
**Professional Writing Diploma**
- Simon Fraser University  
Burnaby, BC  
**Bachelor of Business Administration**

### Photography



*Old-School Writing Tool*

## Select Consulting Experience

- |           |   |
|-----------|---|
| 2011-2012 | <b>Inventure Solutions (Vancity), Vancouver BC</b><br>Documentation Lead   Business Consultant   T24 <ul style="list-style-type: none"><li>■ Wrote project planning documents for user support, training, and change management for Temenos T24 banking system implementation for Canada's largest community credit union, with \$27.4 billion in assets.</li><li>■ Documented engineering requirements for adapting the user interface.</li><li>■ Developed online help framework and topics to create high quality, quickly accessible end user documentation, following industry standards for information typing, reusability, and relevance.</li></ul> |
| 2010-2011 | <b>Coast Capital Savings Credit Union, Vancouver BC</b><br>Documentation Lead   T24 <ul style="list-style-type: none"><li>■ Designed and implemented integrated, customized help for Temenos T24 banking system implementation.</li><li>■ Assisted team to document the migration of all banking data and systems for 52 branches, 535,000 members, and \$20.1 billion in assets.</li></ul>   |
| 2006-2009 | <b>Rockwell Automation Inc., Vancouver BC</b><br>Senior Technical Writer   Software Documentation <ul style="list-style-type: none"><li>■ Wrote and updated online and print documentation for large scale manufacturing process control and data modeling software, working with an international team.</li><li>■ Updated a documentation set consisting of 20,000+ files, 7 user guides, and 20 help projects in 9 months.</li></ul>  |

## Society for Technical Communication Leadership

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|-----------|---|
| 2016      | Competition Manager for International Summit Awards |
| 2008-2009 | Canada West Coast Chapter President                 |

## STC Awards

- |      |   |
|------|---|
| 2012 | Pacesetter Community Award for creating mentorship service  |
| 2009 | Pacesetter Community Award for innovative use of technology |

## Software Tools

- |              |  |
|--------------|--|
| Text         | Expert in all major documentation, graphics, content management, and web development tools |
| Productivity | Confluence, Jira, Zendesk, SharePoint, Project, Visio + many                               |
| Client Tools | Temenos T24, Bloomberg Terminal, Accpac Accounting + many                                  |

See [LinkedIn](#) or [karenrempe.com](http://karenrempe.com) for complete client list.