

Karen Rempel

Senior Technical Writing Consultant

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

Portfolio and Recommendations

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

Industry and Subject Experience

- Financial Technology (FinTech)
- Capital Markets
- Banking and Credit Unions
- Computer Software and Hardware
- Cloud Operations
- Data Science, Automation, and Machine Learning
- Telecommunications
- Insurance, Taxation, Accounting
- Many others

Information Architecture

- Develop large, hierarchical content delivery systems with simple navigation and searchability
- Maintain consistency via templates
- Enjoy basic understanding of programming language structure (Python, JavaScript, PHP, C#, REST, and more)
- Structure content using XML, DITA, Markup, tags and keywords
- **Fave tools:** WordPress, MadCap Flare, Camtasia, Final Cut Pro

A world-class technical writing consultant, I use my exceptional knowledge management, writing, content management, and interpersonal communication skills to create compelling content for a wide range of internal audiences and external customers in various technical and business environments. An excellent collaborator and leader, I work to people's strengths and help my team members develop and deliver on their potential. And I'll always show up on karaoke night!

Select Consulting Experience

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| 2020-now | Bloomberg L.P., New York NY
Senior Technical Writer Functional Team Lead <ul style="list-style-type: none">▪ Lead and support writing team to produce high quality, unified, just-in-time support materials for our internal and external clients.▪ Develop and maintain public-facing web content to educate potential clients about Bloomberg's offerings.▪ Work with engineering and cross-product writing teams to develop a unified content strategy to make Enterprise Console and other products easier to use, cut down on support time, and improve process workflows.▪ Host monthly Product Forum for global internal audience. <p><i>Clients said our integrated documentation was extremely valuable in helping them remediate alerts using a new Fixed Income Recommended Actions monitor.</i></p> |
| 2018-2019 | Carpenter NY Development (Grasshopper Bank), NY
Senior Technical Writer T24 Expert <ul style="list-style-type: none">▪ Helped Operations team develop and document over 90 banking processes and operating, risk, and credit procedures for Temenos T24 banking implementation.▪ Contributed input to user experience (UX) design for proprietary online and mobile banking app.▪ Helped bank comply with regulations to gain OCC charter. |
| 2015-2019 | BC Hydro, Vancouver BC
MadCap Flare Expert Training Materials <ul style="list-style-type: none">▪ Converted training materials from InDesign into MadCap Flare for multi-role, multi-output content management system to streamline document production. |
| 2018 | Research Foundation-CUNY, New York NY
Senior Technical Writer SOPs <ul style="list-style-type: none">▪ Created and updated Mental Health Service Corps handbooks of standard operating procedures (SOPs) for staff, supervisors, and healthcare facilities. |
| 2014-2018 | Sysco Canada, Vancouver BC
Senior Technical Writer SOPs <ul style="list-style-type: none">▪ Worked with management team across Canada to develop handbooks of SOPs for delivery associates and inventory planners to improve service excellence. |

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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

Delivery Methods

- Wikis (Confluence)
- Presentations and Demos (Live and Pre-Recorded)
- Web Pages (HTML and CSS)
- In-Context Help
- Product Communications (monthly, quarterly, annual)
- Blogs
- User Guides, Installation Guides
- Runbooks
- Training and Quick Reference Materials
- Standard Operating Procedures
- User Interface Text and Menus
- Online Tutorials
- Forums and Town Halls
- YouTube Videos
- Feature Articles
- **Secret Sauce: SEO Optimization**

Select Consulting Experience

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|-----------|---|
| 2013-2014 | Engineers and Geoscientists BC, Vancouver BC
Senior Technical Writer Knowledge Base <ul style="list-style-type: none">▪ Created web-based policy briefs and knowledge base for licensing and registration process for 800+ engineers. |
| 2011-2012 | Inventure Solutions (Vancity), Vancouver BC
Documentation Lead Business Consultant T24 <ul style="list-style-type: none">▪ Led team to create 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. |
| 2010-2011 | Coast Capital Savings Credit Union, Vancouver BC
Documentation Lead T24 <ul style="list-style-type: none">▪ Designed and implemented integrated, customized help for Temenos T24 banking system implementation.▪ Led and assisted team to document the migration of all banking data and systems for 52 branches, 535,000 members, and \$20.1 billion in assets. |
| 2006-2009 | Rockwell Automation Inc., Vancouver BC
Senior Technical Writer Software Documentation <ul style="list-style-type: none">▪ Wrote and updated online and print documentation for large scale manufacturing process control and data modeling software, working with an international team.▪ Updated a documentation set consisting of 20,000+ files, 7 user guides, and 20 help projects in 9 months. |

Society for Technical Communication Leadership

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| 2016 | Competition Manager for International Summit Awards – Managed team of 20 international judges. |
| 2008-2009 | Canada West Coast Chapter President – Led team of 27. |

STC Awards

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

Software Tools

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| Text | Expert in most major documentation, graphics, content management, presentation, and web development tools |
| Productivity | Advanced Confluence, Jira, SharePoint, Project, Visio + many |
| Client Tools | Bloomberg Terminal + Enterprise Console, Temenos T24, + many |

See [LinkedIn](#) or karenrempel.com for complete client list.