

Judy Menninger

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Technical Communicator

An experienced technical communicator with a record of accomplishments in several industries. Proven ability to clearly organize and communicate complex technical information in many formats with strengths in creating documentation, training materials, web pages, and managing the delivery of quality projects. A result oriented, self-starter who effectively interfaces with customers, subject matter experts, and management.

Tools

Proficient with the following applications:

Microsoft Word, Excel, Visio, PowerPoint, and Office Project
Adobe FrameMaker, Illustrator, Dreamweaver, Flash, Photoshop, Acrobat, and Fireworks
AutoCAD, TurboCAD, and many more graphics programs

Education and Professional Organization

Purdue University, West Lafayette, Indiana - BA Fine Art
Indiana Univ. Purdue Univ. at Indianapolis, Indianapolis, Indiana - 62 hrs. Civil Engineering
University of Texas at Dallas, Richardson, Texas - 17 hrs. of MA Interdisciplinary Studies

Society for Technical Communication 1993 - present

Received an award for the Lone Star Chapter in Chapter Public Relations 1995
Annual Conferences 1993 and 2003

Judge for STC Technical Publications Competition 1994 and Online Communication Competition 2008

Professional History

Special Designs, Ashland, Massachusetts 2004 to present

Web Design Consultant

Design Web sites, graphics, illustrations, and animations.

ExxonMobil, Upstream Technical Computing - Houston, Texas 2002

Technical Documentation Consultant

Created graphic representations of workflow for well data processes by organizing and leading project groups in information gathering meetings, then compiling and analyzing data.

Compaq StorageWorks, Enterprise Backup Solutions - Houston, Texas 1999 - 2001

Project Manager / Senior Technical Writer

Created and met publishing schedules to coordinate with product release dates. Directed writers and collaborated with localization and production in publishing user documentation for StorageWorks Enterprise Backup Solution (EBS) including CD kit package and web page publishing for all EBS programs. Reduced personnel by developing single sourcing for several EBS projects using FrameMaker. Successfully completed sets of documentation for several programs and products.

Compaq, Enterprise Servers - Houston, Texas 1998 - 1999

Lead Technical Writer

Wrote and published Setup and Installation Guides, Option Cards, and other user documentation, covering hardware and software, for ProLiant and Prosignia servers using company templates and style guides. Met publishing schedules and collaborated with localization and production design to assembled documentation.

Nortel, Telecommunications - Creedmoor, North Carolina 1996

Technical Documentation Consultant

Designed and produced switch system hardware documentation to satisfy ISO9000 requirements. Created document format in FrameMaker and developed information from technical expert. Published document over the company network.

Special Designs, Documentation Services - Plano, Texas 1986 - 1995

Owner, Technical Documentation Designer

Designed, produced, and maintained technical documentation such as hardware operator's manuals, technician's guides, software development guides, installation guides, user's guides, and reference manuals. Interviewed engineers and technical information experts to gather data. Developed marketing materials, proposals, and presentations. Managed documentation teams. Worked with managers to coordinate and publish projects. Created estimates, proposals, schedules, and budgets.

BancTec (Bank Equipment Manufacturer) - Dallas, Texas 1994 - 1995

Technical Documentation Consultant

Developed and delivered to production user documentation for card reading bank machinery. Updated manuals using style guides and Ventura. Created and updated illustrations using Corel Draw.

Mobil, Data Center - Dallas, Texas 1993

Technical Documentation Consultant

Managed on-line news items and manuals (using MVS, TSO, VM, and CMS). Created and documented procedure to maintain news item process. Maintained departmental newsletter. Developed PageMaker templates and trained personnel.

Texas Instruments, Process Automation Control - Dallas, Texas 1986 - 1991

Project Manager, Technical Documentation

Coordinated production of technical documentation (hardware operator's manuals and technician's guides; and software development; installation manuals; and instructional materials) for the ABACUS Wire Bonder (bonded wire connections on integrated circuits). Created training materials for technicians. Built a documentation team: hired and managed staff. Estimated project man hours and created proposals, process, procedures, and style guides. Interviewed engineers and technical information experts to gather data.

InteCom, Inc., Telecommunications - Allen, Texas 1983 - 1986

Designer

Designed and drafted equipment rooms and buildings for the installation of telecommunications equipment, UPS, and battery backup. Created presentations and proposals for the sales department. Increased department productivity by designing and purchasing an AutoCAD PC based CAD system.

Indiana University Purdue University at Indianapolis - Indianapolis, Indiana 1980 - 1982

Instructor

Developed and taught freehand drawing and color rendering classes for the Architectural Technology Department.