



Kathryn Poe

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"When you can no longer bear your communications"

Let me help you translate your business goals, ideas and issues into communications solutions. I am an effective liaison between the business and technical sides of the house, (Yes, I speak Geek) leveraging both sides and providing benefits to your company including:

- Helping you meet your business goals through effective communication solutions
- Providing useable information to your customer
- Raising visibility of technical communications from within the company
- Increasing understanding of processes.

I have 11 years of technical communication with a broad range of experience in different vertical markets including Software, Telephony and Networking, Manufacturing, Professional Sales and Services, Pharmaceuticals, Banking and Finance.

I have enriched both internal and external company communications via many methods including:

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|--------------------------------|---------------------------------|---------------------------|
| ▪ Announcements | ▪ Hardware Specs | ▪ Quick Reference Guides |
| ▪ API Guides | ▪ HTML Help | ▪ RoboHelp HTML Help |
| ▪ Business Methodology content | ▪ ISO 9000, 9001 Compliant Docs | ▪ Software Dev Processes |
| ▪ Commercial Web Content | ▪ Marketing Collateral | ▪ Standup Training |
| ▪ Departmental Standards | ▪ Operating Procedures | ▪ System Admin Guides |
| ▪ FAQs | ▪ Organizational Charts | ▪ Technical Newsletters |
| ▪ FDIC IT Audits | ▪ Presentations | ▪ Tech Support Guide |
| ▪ GUI User Guides | ▪ Processes and Procedures | ▪ Tech Support Procedures |
| | ▪ Product Updates | ▪ Technical Web Content |
| | | ▪ Training Guides |
| | | ▪ User Guides |

Work History

T-Mobile HotSpot December 2003 to Present

Consultant

- Member of Quality Assurance team during period of 100% annual growth and bi-monthly software releases, updates, and promotions.
- Redesigned and updated software product Help file for distribution to consumers; 1.5 Million copies distributed on CD-Rom.
- Designed Training documents covering 3rd party software for use by Customer Support.
- Developed a consistent “look and feel” to QA documents via template development.
- Created bi-monthly release notes based on source documents and interviews to keep stakeholders abreast of critical items in each release during rapid growth period.
- Coordinated document review meetings with major stakeholders to ensure complete communications between teams.
- Worked with other departments to create forms, documents, and flowcharts of processes, architecture and tool usage for use in orienting new personnel and training.

Beal Bank March 2002 to September 2003

Sr. Communication Specialist

- Member of Bank's Strategic Operations group.
- Designed bank Policy & Procedures document suite for ISO 9001 Certification.
- Delivered standup training to bank employees on *Professional Standards* including Confidentiality, Ethics, and Whistleblowing.
- Created and revised departmental procedures based on management, staff, and Senior Management Subject Matter Expert (SME) interviews.
- Assisted other departments in design of forms, tests, exhibits, presentations, and step-by-step procedures as requested.
- Created hard copy and soft copy documents using FrameMaker, Word, Visio and Acrobat.

Evercom Systems October 2001 to December 2001

Consultant

- Interviewed tech support staff to determine scope of information for project.
- Coordinated with the head of project regarding issue priorities.
- Designed procedures for tech support staff.
- Produced *Tech Support Quick Reference* using Word and Visio.
- Created *Tech Support Guide* in Word.

Lucent Technologies April 2000 to August 2001

Web Project Manager/Writer

- Updated and reworked processes in the Network Engineering Methodology (NEM) and KnowledgeNet (KNET) based on input from Subject Matter Experts (SMEs).
- Gathered sample documents and applied a consistent style for use in NEM.
- Created the *Business Consulting* methodology for use by consultants in the field.
- Updated and compiled HTML help files, new policy documents and a FAQ section to KNET.
- Generated statistics on the internal content exam given employees worldwide.
- Devised an awards program to encourage participation in the *Top Gun* test that resulted in 100% participation from many Lucent Worldwide Services (LWS) offices.
- Gathered and clarified requirements on a new NEM SQL based system.
- Tested the NEM prototype both during development and in completion.

Xenos Group September 1999 to March 2000

Consultant

- Observed and documented support processes then suggested improvements to streamline.
- Implemented process for knowledge transfer between senior members of staff and new hires.
- Produced shipping procedures for tech support.
- Organized meetings to redefine the process with staff.
- Collaborated extensively with the Director of Product Development to define new processes

IntellAgent Control July to September 1999

Consultant

- Updated the product documentation for the next release.
- Analyzed and documented the development processes.
- Composed appendices for more effective product usage for product documents.
- Added elements like color and style to establish a consistent "look and feel."
- Created a development process notebook distributed to the staff and used as a reference.

Abbott Labs March 1998 to April 1999

Consultant

- Functioned within FDA and ISO 9001 controlled environment.
- Conducted meetings with internal clients to determine labeling needs.
- Trained engineers and supervisors on the labeling process.
- Established tracking documentation for audit control.
- Designed and assembled departmental standards

- Wrote user documentation on the use of the "Point of Use" (POU) Print Stations
- Implemented tracking and inventory documents for the POU's.

GenText, inc. 1989 to February 1998 Documentation Manager/Writer

- Wrote, updated, and maintained all technical documentation for software company.
- Delivered document files in MS Word, HTML, and PDF.
- Distributed documents via hardcopy and on disk, CD-ROM, by FTP, and Web site.
- Assembled Help files in internal custom system (HTML)
- Assisted in upkeep of corporate web site.
- Wrote any needed documentation for new products.
- Created *Technical Newsletters* to distribute updated information to clients
- Supervised receptionist and bookkeeper

Software

Adobe Acrobat 2.0 - 6.0	Lotus Smart Suite
All-Clear 2.0	MS Excel 95, 97, 2000
AmiPro w/Information Mapping Template	MS Office 95, 97, 2000
ClearQuest	MS Outlook
Dreamweaver 3	MS PowerPoint 95, 97, 2000
FrameMaker 5.5, 6.0	MS Word 95, 97, 2000
Front Page 2000	Photo Shop 5.0, 6.0
Hijaak Pro 4.0 - 6.0	RoboHelp
Hot Metal Pro 3.0	Visio 5.0, 2000
HTML Help (custom)	Visual Source Safe
Internet Explorer 3.0 - 5.5	Window Bar 3.4

Operating Systems

DOS 3.0- 6.0	UNIX (via GUI)
IBM MVS, VM	Windows 95, 98, NT 4.0, 2000

Professional Affiliations

Society for Technical Communication

Positions Held:

- **Lone Star Chapter of STC:**
 - Current Immediate Past President
 - President 2002-2003
 - 1st Vice President 2001-2002
 - Coeditor and Advertising Manager for Chapter Newsletter 2000-2001
 - Chair of PR Committee 2000-2001
- **STC International:**
 - Chair of the Conference Support Committee 2003
 - Manager of 2001, 2002 International PR Competitions

Activities Performed:

- Spoke at 2001, 2002 & 2003 STC Conferences
- Attended Leadership Day 2001,2002, 2003
- Attended Region 5 Conference 2003
- Attended 2000 STC Conference in Orlando
- Attended 1997 STC Conference in Toronto

Awards:

- Outstanding Service Award 2003
- Distinguished Chapter Award 2003
- Award of Excellence Chapter Achievement 2001, 2002
- Award of Excellence PR competition 2001

XPLOR International

Positions Held:

- Red River Chapter PR communicator
1996- 2001
- Red River chapter Board of Directors
1996-2001

Activities Performed:

- Write and layout a semi annual newsletter
- Create and distribute press releases
- Championed 1st electronic distribution (PDF) of newsletter
- Attended Global Conferences 1995-1999
- Attended 1999 Xplor UK Conference
- Attended 2000, 2001 Leadership Conference

Web sites

- <http://www.ursaminorservices.com> - Ursa Minor services is my consulting company's Web site. Responsible for creation, layout, and content 1999 – present
- <http://www.timescribe.com> - designed, created and launched site in 2001. Developed requirements based on client's needs, developed content, designed layout, various links and created custom graphics. Main tools were Dreamweaver 3.0 and Photoshop 6.0.
- <http://www.ladydra.com> - responsible for layout, taking and scanning of photos, some graphic work 1996-2000. Web site passed to new webmaster 2000.

Publications

- *Intercom Magazine* - Big "D" in 03 - March 2003
- *Technical Communication Magazine* - Consulting and Independent Contracting Special Section - co-editor - May 2002
- Monthly President's column in *Technically Write* Newsletter 2003-2003
- Articles for *Technically Write* Newsletter and *Xplorations* Magazine 1996-2003

Presentations/Training

<p>Sessions given at STC 2003 Conference:</p> <ul style="list-style-type: none">• <i>The Writer and the SME</i>• <i>The Marathon of Chapter Presidency</i> <p>Sessions given at STC 2002 Conference:</p> <ul style="list-style-type: none">• <i>Successful PR for your Chapter</i>• <i>STC 101</i> <p>Sessions given STC at 2001 Conference:</p> <ul style="list-style-type: none">• <i>Consulting, Contracting or Both?</i>• <i>The Independent's Networking Top 10</i>• <i>Contract and Consulting Round Table</i>• <i>PR for your Chapter</i>	<p>Professional training taught at Beal Bank 2003:</p> <ul style="list-style-type: none">• Professional Standards <p>Classes taught at Richland College 2003:</p> <ul style="list-style-type: none">• Technical Communication for Project Mangers <p>Sessions given at Xplor Global 1997:</p> <ul style="list-style-type: none">• <i>Not Your Father's Document</i> <p>Guest Speaker in Technical Communications</p> <ul style="list-style-type: none">• University of North Texas 2001 - 2003• Richland college:<ul style="list-style-type: none">• Consulting 101• The Writer and the SME
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Education

I earned my BA from North Texas State University with a major in Radio/Television/Film and a minor in English. Since that time I have continued to take any opportunity for more education.

- STC Annual Conferences, 1997, 2000 - 2003
- STC Region 5 Conference 2002
- Project Management Methodology, March 2001
- RoboHelp class, April 2000
- IntellAgent Control - Lotus Administrator Class, August 1999
- FrameMaker class, June 1999
- Xplor Global Conferences, 1996-1999
- GenTrans Architecture: APIs, June 1996
- Electronic Printing and Publishing- All Points Addressable, June 1995