

CHRISTIE L. HOLLIDAY

Web site: www.christiecreates.com ~ Email: christie@christiecreates.com

QUALIFICATIONS

Technical communicator with extensive SDLC project management knowledge and supervisory skills. Demonstrated design skills through documentation and web site implementation.

WORK HISTORY

February 2008 to January 2009 ~ Goldleaf Financial Solutions, Inc. *Technical Writer - Sarasota, FL – (Banking Software)*

- Designed and wrote user documentation which included printed and online help user manuals and training guides for two products: a banking back office software solution and a teller transaction software system. Utilized Office 2007 Professional, SharePoint, Flare (XML-based help authoring software similar to RoboHELP), SnagIt!, Visio 2007, Fireworks, and Photoshop software.
- Prepared, wrote, and formatted compliance-based documentation (SAS70 Audits, Sarbanes-Oxley, Disaster Recovery) and process reference guides.
- Software programs built using Visual Basic, VB. Net, SQL, C++, and COBOL
- Designed network and UML diagrams with Visio 2007.

September 2006 to November 2008 ~ Kyra InfoTech, Independent Contractor

- Assigned to write an online help project for the South Florida Water Management District ePermitting online system. This is an off-site project where I worked from my home office.
- Utilized HTML, MS Publisher, MS Project, and SnagIt! software programs to accomplish this project.
- Built a fully interactive Glossary using HTML and compiled six separate online help manuals.
- Co-wrote and formulated the required 35 page application/white paper to submit the ePermitting online project for PMI (Project Management Institute) Project of the Year for 2007.

May 2004 to August 2005 ~ Decision Management International, Senior Technical Writer – Bradenton, FL (Pharmaceutical Software)

- Implemented web-based online help and CHM (compiled help files) for thin client applications using RoboHELP.net, SnagIt!, FreeHand, Illustrator, and Photoshop.
- Recorded and gathered material based on web application updates and releases to implement into web help and other forms of company literature, which required using MS Publisher, Word, PowerPoint and Adobe Acrobat.
- Required to learn all company applications in depth (utilized Visual Basic.net & ASP.net) and to adhere to FDA regulations regarding documentation and testing.

1997 to Present ~ Christie Creates, Owner – Sarasota, FL

- Provides services for Web site Design, Implementation, Maintenance, Search Engine Placement, and Hosting Recommendations through accredited vendors.
- Copy, Editorial, and Technical Writing Services including: manuals, user guides, standard operating procedure documents, web site content, blog content and design.
- Book Editing, Coordinating overall book composition, and Publishing/Printing Recommendations
- Pre-Press Services (Book Cover Design, Interior Book Format and Layout) - Five published book projects to date. Utilized FrameMaker, Quark, and PageMaker – all three as recently as 2007.

1998 to 2003 ~ MICROS-Fidelio, Technical Documentation Manager & Senior Technical Writer, – Naples, FL (Hospitality Software)

- Served as Lead Writer for three product lines; Department Manager and Technical Editor for seven writers assigned to eight different product modules
- Determined format and writing projects for printed and web-based material for online instruction manuals, Developer Newsletters, Requirements Documents, Functional Specifications, Software Descriptions and other technical documentation (RoboHELP -various versions), MS Word, FrameMaker, Photoshop, Paint Shop Pro, Adobe Illustrator, HTML, and Java)
- Ascertained and implemented Web-based help and backend coding requirements for Oracle-based software (along with C++, Perl and MySQL).

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- Researched and recommended latest technical writing advances and resources in order to facilitate smooth operation of department
- Worked in both Crystal and PVS Tracker QA reporting systems to record system bugs, issues, etc.
- Interfaced with clients to determine extensive software documentation customization
- Attended functionality and project planning meetings with Project Directors, Managers, and Developers
- Served as webmaster for the company intranet web site pages using Frontpage, Dreamweaver, and HTML
- Traveled to clients or other company subsidiaries to assess documentation needs and future inventory

1995 to 1997 ~ Miles Media Group, Associate Publisher - Florida Keys

- Directed services and distribution of tourist publications for Lower Keys and Key West, \$400 - \$500k market. Analyzed market strategies and public relations projects to broaden sales base

1991 to 1995 ~ Lower Keys Chamber of Commerce, Executive Director - Florida Keys

- Managed four-person staff, daily operations, and accounting procedures
- Expanded community development and increased membership by 40%
- Implemented overall policy of Chamber board; developed and implemented budget
- Responsible for writing, editing and distributing the monthly newsletter, press releases and board resolutions
- Administered monthly meetings with local TDC board and District Advisory Council
- Coordinated advertising and public relations through County contracted agencies
- Followed contract management with TDC (provided telemarketing services)
- Attended all Chamber functions and fund-raiser; coordinated community festival and events

1988 to 1991 ~ Pressure Systems, Marketing Representative - Hampton, VA (Aerospace Engineering)

- Created company literature design, composed quarterly newsletter, company advertising and determined placement of print media
- Pre-qualified all sales leads and coordinated world-wide market research program
- Wrote press releases, attended and coordinated trade shows
- Responsible for writing and publishing complex technical manuals for turbine testing equipment

EDUCATION AND SPECIAL SKILLS

- Proficient at various computer software programs: document design (Adobe FrameMaker 7, PageMaker 7, Quark), help authoring (Flare 4, RoboHELP and Captivate!), web design (Dreamweaver, Fireworks, Flash, Freehand, FrontPage, HTML, XML, Java), word-processing (Microsoft Word and WordPerfect), graphic design/publishing (Microsoft Publisher, Illustrator, Corel Draw, PageMaker, Paint Shop Pro, Photoshop, Snagit!, and Capture) and E-mail systems include Microsoft Outlook and Lotus Notes cc: Mail. Miscellaneous programs and experience includes: AutoCAD, Visio 2007, Adobe Acrobat 9, Mercury, Crystal and PVS Tracker Quality Assurance reporting systems. Able to read and understand the following programming languages: COBOL, C++, Oracle, Perl, Visual Basic and Visual Basic.net. Overall computer experience since 1984.
- Currently enrolled in a Medical Terminology course in February 2009.
- *Project Management Workshop* (Influent Technologies –Dr. Joanne Hackos, Instructor) April 1999
- *The Art and Discipline of Software Project Management* (AMA – Ann Ballantine, Instructor) January 2000
- Associate of Arts Degree (English Concentration) – Edison Community College – Naples, FL
- Leadership Monroe County – Chairman 1994

References and portfolio available upon request.