

Leslie Hennis

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SKILLS:

Tools/Software:

Adobe RoboHelp, MS Visio, MS Access, SmartDraw, Adobe Acrobat, MS Powerpoint, Paint Shop Pro, Adobe PageMaker, Adobe FrameMaker, MS Visual Studio, StarOffice, OpenOffice.org, Lotus Notes, MS Outlook, TestDirector, Joomla, and TikiWiki

Operating Systems:

MS Windows, Ubuntu, Ultrix, Linux, FreeBSD, Mac OS, and VMS

Programming Languages:

C++ Novice, HTML, XHTML, CSS, and MySQL

Special Knowledge:

Quality Assurance, Testing, Technical Writing, Document Control Systems, Graphic Design, ISO Standards, Document Librarian, Content Management Systems, and Wikis

WORK EXPERIENCE:

Infinite Energy, 11/2009 to 2/2010

Intern Analyst

Researched and created documentation for technical specifications for electricity sales software program. Research included Texas law, ONCOR policies, ESG database policies and in house technology.

Info Tech, 5/2007 to 9/2009

Technical Writer

Write user, system administrator, and database administrator documents for construction software. Use RoboHelp X5 and 7 to create both WinHelp and HTML help for construction software. Use MS Office, SmartDraw, Adobe Acrobat, SourceSafe, Subversion, Wikis, and RoboHelp.

Kaba Workforce Solutions, 4/2006 to 5/2007

Technical Writer/QA Analyst/Trainer

Served multiple roles in the software development lifecycle of the AutoTime product. Provided technical writing and graphic design services, created manuals, created online help using RoboHelp X3 and X5, HTML, Joomla, TikiWiki, MS Office, MS Visio, Paint Shop Pro 6, and Lotus Notes. Analyzed usability and performed QA testing, working with both Oracle and SQL Server databases, TestDirector automated testing software, and Visual Source Safe. Developed training tools and conducted training as necessary.

Broward County School Board, 11/2005 to 4/2006

Substitute Teacher

Substituted for teachers in the Broward County school system. Focused primarily in science for middle schools and high schools. Taught over 250 hours.

Michael-Ann Russell Jewish Community Center, 5/2005 to 4/2006

Early Childhood Development 8/2005 to 4/2006

Substitute Teacher

Camp Administrator 5/2005 to 8/2005

Wrote eighteen different camp newsletters, coordinated parents' concerns, and performed overall administration of Summer Camp for about 800 children.

Technisource, 2/2004 to 3/2004

Technical Writer Contractor

VeinRx Project

Designed lab experiments using ISO Standards, wrote lab reports, and testing procedures to bring research and development project to 510K submission.

Z4 Consulting, Inc., 11/2001 to 2/2004

Technical Writer, Quality Assurance Manager

Developed quality assurance procedures and a quality assurance department, tested web based software applications written in Coldfusion, SQL, and PHP, wrote user training manuals, developed technical specifications and software technical support. Worked with Red Hat Linux, Windows 98/XP, CVS (version control system,) and HIPAA.

Convergys, 11/2000 to 4/2001

Mentor

Provided telephone support to Dell customers and assisted other employees with technical support calls.

Representative

Provided phone based technical support for Dell Computers. Promoted to Mentor.

Awareness Technology, Inc., 9/1997 to 10/2000

Technical Writer/Technical Support

Wrote owner's manuals, service manuals, and manufacturing procedures for medical testing equipment. Assisted Engineering with ETL/UL Compliance testing, documenting, 2D drafting and digital photography. Supervised and trained Technical Writer and Validation employees. Assisted the Quality Assurance Manager in design and implementation of 21 CFR, part 11 and ISO9000, 9001, and 9002. Other duties included development and graphic design of marketing literature and web pages. Provided technical support for international customers with medical devices. Managed historical document archives and set up library. Responsible for troubleshooting company Macintoshes and peripherals.

EDUCATION:

5/2009 to current Santa Fe College, Gainesville, FL

Major in Internet Services Technology. Classes in web development, C++, and databases.

5/2004 to 12/2005 Florida International University, Miami, FL

8/2005 to 12/2005- Worked towards Masters of Arts in Secondary Education.

5/2004 to 4/2005- Bachelors in Sociology/Anthropology.

1/1993 to 8/1997 University of Florida, Gainesville, FL.

Major in Sociology, minor in Religion, minor in English.

6/1986 to 12/1992 Santa Fe College, Gainesville, FL.

Major in General Education and Sociology.

AFFILIATIONS:

1999 - 2007 – Society for Technical Communication- Member

STC is an individual membership organization dedicated to advancing the arts and sciences of technical communication.

HONORS:

5/2005- Volunteer Action Center at Florida International University

Medallion of Distinction awarded for having over a 3.0 GPA and performing volunteer time.