

Alison Jane Peck

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A freelance technical author and trainer with experience in developing online and printed documentation, including training materials, on a wide range of subjects ranging from standard and bespoke software applications to policies and procedures and to skills such as performance management and problem solving.

A selection of the projects on which I have worked and the industries in which they are based is given below.

Writing and editing

User guides, reference guides and online help

- Developed a wide range of documentation for a web-based health care product, including training materials and product manuals, for CSE-Servelec Ltd using Word.
- Updated and created a range of user and administrator documentation, including online help, for Intercede's identify management software (smart cards) using Word and RoboHelp.
- Restructured and updated the administrator guides for Isode's M-Switch (a mail server) in FrameMaker, including the use of conditional text to enable the publication of different versions.
- Updated administrator manuals for Citel's VoIP (Internet telephony) product.

Policies and procedures

- Developed guides on the use of electronic materials for assessment and moderation to be used by moderators and assessment centres associated with ABC Awards.

Designs and specifications

- Documented proposed changes to an IT infrastructure, including the deployment of Active Directory, for EDS. The audience comprised both highly technical personnel and business managers.
- Updated and developed functional design specifications for a new module of web-based health care software using Word and the application itself.

e-Learning

- Developed a large number of demonstrations, simulations and assessments in Adobe Captivate for the training of call centre staff in a large financial institution.
- Designed and created a series of demonstrations, with voice-over, in Adobe Captivate to supplement face-to-face tuition given to sales staff in the use of an order management system on a PDA.

Teaching and training

Writing skills

- Tutor for the ISTC (Institute of Scientific and Technical Communicators) distance open learning course: The Communication of Technical Information.
- Deliver courses on all types of business and technical writing (bids, business cases, reports, technical documents, writing for the web).

Technology (including software)

- Developed and delivered courses to meet specific needs for Microsoft Office and Adobe Acrobat to businesses and the voluntary sector. Previously a tutor for Lincoln University, delivering course *CTE 15 – Introduction to IT* (Word, Excel, PowerPoint).
- Comfortable developing and delivering courses for software of all kinds – both retail and that developed to fulfil a commercial requirement.
- An associate lecturer for the Open University, currently teaching T175 – Networked Living.

Miscellaneous

- Production editor for the ACCU (Association of C and C++ Users) journals. Role includes proofreading, layout in FrameMaker, liaison with printers and delivery of final files in XML format.
- Provide expertise in Word to a company (Decent Typesetting) that specialises in DTP using Quark.
- Template development in Microsoft Word, for corporate and individual use, including customised toolbars and macros to assist with frequently-performed tasks.

Previous experience

Nexor, Bell House, Nottingham Science and Technology Park, University Boulevard, Nottingham, NG7 2RL, England.

Provides messaging and directory solutions to government, military and financial institutions worldwide.

Technical Author – June 2000 to October 2004
Development Services Manager – August 2003 to October 2004

CSE-Servelec Limited, Rotherside Road, Eckington, Sheffield, S21 4 HL, England.

Provides software for the NHS, aimed at Community and Mental Health services.

Health Product Specialist – February 1996 to June 2000

Nursing – Worked as a qualified nurse (Staff Nurse and School Nurse) from August 1982 to February 1996 at various locations (hospital and community based) within the Nottingham area. This period of time incorporated a career break from May 1984 to December 1990, during which time I worked on an ad-hoc basis to maintain my professional competence.

Qualifications and Professional Organisations

Higher Education

- PGCCCE (Post-Graduate Certificate in Continuing Education) – awarded October 2007
- MA in Technical Communication – awarded September 2005
- BSc (Hons) 2:1 – awarded December 2000
- Diploma in Computing – awarded December 1998

Secondary Education

- 'A' levels in Mathematics, Biology, French and Physics (June 1979)
- 'O' levels in Mathematics, Biology, Physics, Chemistry, English Language, English Literature, French and German (June 1977)

Other Qualifications

- S.R.N. (State Registered Nurse) – attended Nottingham School of Nursing, qualified in August 1982
- Full UK driving licence – clean

Professional Organisations

- Fellow of the Institute of Scientific and Technical Communicators (ISTC)
- Associate member of the Society for Editors and Proofreaders (SfEP)
- Member of the Society of Indexers (SI).

Software Applications

Note: Software is for the Windows operating system and all current/recent versions, unless otherwise stated.

- Word Processing and DTP
 - Adobe FrameMaker
 - Microsoft Word
 - Microsoft Publisher
 - Quark Xpress 4.0 (Windows)/6.5 (Mac)
- Online Help
 - HTML Help Workshop (Microsoft)
 - RoboHelp
- Presentations and Training Materials
 - Adobe Captivate
 - Microsoft PowerPoint
 - Opus Illuminatus Pro
 - TutorPro TutorAuthor
- Graphics
 - Adobe Illustrator
 - Adobe Photoshop Elements
 - JACS Paintshop Pro
- Databases
 - Microsoft SQL Server
 - Microsoft Access
- Miscellaneous
 - Adobe Acrobat
 - Microsoft Excel
 - Microsoft Outlook
 - Visio

References

References are available on request.

Samples of my work are available from my website: www.clearly-stated.co.uk