

## Alison Jane Peck

A technical author with experience in developing online and printed documentation, including training materials, for a variety of industries. An experienced trainer, who has delivered training on a wide range of subjects ranging from standard and bespoke software applications to writing skills training for over 20 years.

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### Relevant achievements and experience

#### **Technical Author and Training Consultant at Clearly Stated Ltd** **November 2004 to present**

- Updated existing administration manuals and online help for a set of messaging and data transfer products for use in high-security environments for Nexor.
- Produced a series of case studies outlining the benefits of using Nexor's product suite, published to the client's website and distributed to potential customers.
- Developed installation instructions, user guides and data sheets for 4energy's suite of data centre environment monitoring software. The majority of the documents were produced in Word, but simulations were also developed to demonstrate the capabilities of the system.
- Created e-learning materials to instruct non-native speakers in the use of an online e-learning platform, which include captions and voiceover.
- Designed, developed and delivered training courses in writing skills (technical, bid, report and general business writing) and the use of various software applications to businesses in both the public and private sectors.
- Generated user guidance for online ordering systems used by the NHS covering all of the ordering modules and some of the supplier and reporting modules.
- Consulted on the development of a child health module, providing insight into workflow and scenarios, for a software provider to the NHS. Developed test scripts for acceptance testing (UAT) and training materials.
- Provided guidance documentation for users of a case management system working in the 'advice' sector, taking into account the nature of their work and that many are volunteers.
- Designed and wrote end-user documentation for a variety of software applications including: EYFS Progress Tracker used by nurseries and pre-school staff in schools; RoseGold, Interflora's order management system used by florists nationwide; MyID, an identity management suite that uses smartcards to authenticate individuals.

#### **Associate lecturer for the Open University** **September 2007 to June 2015**

Most recently, taught TU100 'My digital life', a first-level undergraduate course providing an introduction to computing and technology, incorporating appropriate levels of numeracy and report writing, which replaced T175.

#### **Technical Author at Nexor Ltd** **June 2000 to October 2004**

- Wrote user and administrator guides for the secure messaging suite of products.
- Developed training materials and ran 'train the trainer' sessions for military staff who then trained their teams in the use of the software.
- Delivered end-user training on a rolling basis to groups of administrators of the secure messaging system.

#### **Health Product Specialist at CSE Servelec Ltd** **February 1996 to June 2000**

- Specified the Child Health module for InteHealth (a community and mental health software system).
- Wrote user manuals, online help and training materials for the InteHealth suite of modules.
- Delivered 'train-the-trainer' and end-user training to trusts, and provided configuration advice to help meet the scenarios they encountered.

#### **Nurse in the Nottingham area** **August 1982 to February 1996**

Worked in various specialties including Health Care of the Elderly and for community services as a School Nurse.

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## Qualifications and professional organisations

### Academic qualifications

- 2014 MA in Online and Distance Education, Open University
- 2013 Certificate in Mathematics, Open University
- 2010 Diploma in English Language Studies, Open University
- 2007 PGCCE (Post-Graduate Certificate in Continuing Education), Nottingham University
- 2005 MA in Technical Communication, Sheffield Hallam University
- 2000 BSc (Hons) 2:1(Open), Open University
- 1998 Diploma in Computing, Open University

### Professional qualifications

S.R.N. (State Registered Nurse) – attended Nottingham School of Nursing, qualified in August 1982

### Other relevant training

Attended a three-day residential “How To Be A Brain-Friendly Trainer” course in November 2012.

### Professional organisations

Fellow of the ISTC (Institute of Scientific and Technical Communicators) and have presented at the annual ISTC conference – Technical Communication UK – most recently in Glasgow in 2015. I have served on the ISTC Council since 2008 and am currently ISTC President.

Fellow of ITOL (Institute of Training and Occupational Learning).

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## Software applications

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

### Word Processing and DTP

- Adobe InDesign and FrameMaker
- Microsoft Word and Publisher
- Serif PagePlus

### Presentations and Training Materials

- Adobe Captivate
- Microsoft PowerPoint

### XML Editor

- XML Mind

### Graphics

- Adobe Illustrator and Photoshop
- Techsmith Snag-it
- Serif PhotoPlus

### Miscellaneous

- Adobe Acrobat
- Microsoft Excel
- Microsoft Outlook
- Microsoft Visio

As investigating software packages is a key element of my role, I have never found it difficult to become proficient in the use of a different package in a very short period of time.