

2526 Rue de Ville
Irving, TX 75038
Phone & Fax: 214-441-1230
Cell: 817-929-0372
sher@sherorpen.com



Sharon-Lee (Sher) Orpen

Technical Expertise	Tools Expertise	PC/Windows 3.1 to XP, FrameMaker, MS Office Suite (Word, Excel, PowerPoint, etc.), Adobe Acrobat, Dreamweaver, MS Publisher, vi editor, filePro relational database, Interactive and SCO Unix
	Misc	HTML, Protocols such as FTP and TELNET, troff
Experience	12/03 to present	Lockheed Aeronautics. Courseware Developer (contractor). Develop training courseware for manufacturing and systems processes for the new F-35 Joint Strike Fighter aircraft and other Lockheed Aeronautics program initiatives. Advise the best way to accomplish training goals. Develop and work plans and tracking tools to meet training requirements. Deliver training as requested.
	5/03 to present	Independent Contractor. Provide writing, documentation design, and website development services to individuals and companies.
	4/02 to 4/03	Evercom Systems, Inc., Technical Communicator (contractor). Designed, developed, wrote, and managed documentation projects, from technical and installation documentation to marketing materials and process documents. Produced user, technical design, and installation documents. Redesigned user manuals and training documentation, and created product slicks, brochures, sales presentations, and advertising copy. Managed company website redesign project. Developed website content and managed site with HTML coding and content management software.
	8/00 to 9/01	Kudos Information, Inc., Technical Writer and Documentation Project Manager. Worked with team of writers and illustrator to document and edit, to Nokia's standards, descriptions and installation of wireless network hardware components. Also worked as sole author with Nortel in Germany to update the Meridian Internet Telephony Gateway (ITG) Trunk/ISDN Signalling Link (ISL) user installation document.
	9/98 to 8/00	Various. Office manager/technical writer for a start-up company, librarian of small bookstore, newsletter editor, website maintainer, statewide committee chair, manager of a house reconstruction project.
	1/92 to 8/98	RadioShack, Manager of RadioShack Publications. Responsible for department that produced owner's manuals for a broad range of consumer electronics products (400+ each year). Developed, implemented, and monitored documentation procedures. Designed document formats. Developed editing standards and edited documents. Provided online documentation information to internal departments. Managed seven technical writers, two technical editor/supervisors, contractors, and administrative staff. Remotely managed the work of 12 additional writers in overseas locations. Managed system administration duties.

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5/86 to 12/91 **RadioShack Merchandising, Manager of Computer Product Information.** Tracked and disseminated information between departments, and from headquarters to field personnel. Wrote technical and marketing-oriented articles. Participated in development of new product information plans. Assisted in developing and publishing new marketing plans. Coordinated training. Managed internal inventory. Managed three people.

1/84 to 4/86 **RadioShack Customer Service, Instructor and Software/Training Coordinator.** Received and sought out information from other company departments and coordinated storage and dissemination of information. Responsible for a program that trained employees from all over the U.S. on computer hardware and software. Did instruction. Managed four people.

previous Positions held included customer service representative, air traffic controller, grounds maintenance supervisor, assistant office manager.

Notable Accomplishments

- Redesigned company website. Developed navigation scheme and wrote content. Managed interface design. Maintained updated information. *Result: better company presence on the web, enhancing company image and opening doors for sales.*
- Evaluated publishing software, selected FrameMaker, and then planned and managed all aspects of department's conversion to using FrameMaker to typeset all owner's manuals. Coordinated training for department as well as overseas personnel in typesetting system and departmentally established templates and procedures. *Result: reduced time and cost of owner's manual development.*
- Developed in-house communications pathways and procedures between the publications, engineering, merchandising, quality control, and customer service departments. *Result: more coordinated procedures, less confusion, more information available to more people and departments.*
- Developed training schedules and materials, and delivered instruction while coordinating other instructors' materials and handling students' scheduling. *Result: high praise for comprehensive and useful instruction.*
- Both set up and redesigned systems for tracking customer input on computer products and problems with computer hardware and software. *Result: better internal communication and better and more timely responses to customers.*

Education and Training

- Senior Member of Society for Technical Communication (STC), Lone Star Chapter
- Judge for 2002 STC competition
- MS Project 2000 Intermediate training, Executrain
- Diversity Training for Management, Tandy Corp. HR Department
- Interviewing/Hiring Processes and Legalities, Tandy Corp. HR Department
- Associate in Arts, Tarrant County College
- University of Michigan

Talents/Traits

- Effective manager of people and projects
- Excellent documentation planner, designer, writer, and editor
- Versatile and quickly learn new software and environments
- Patient and results-oriented instructor
- Work well with management, employees, vendors, and customers
- Solution oriented – grasp big picture as well as necessary details
- Professional demeanor