

# Tania Kraus : : Technical Writer

## PERSONAL DETAILS

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## EMPLOYMENT SUMMARY

<b>Year</b>	<b>Company</b>
June 2012 – Present	Downer Rail
January – June 2012	Dept. Finance and Services
June 2010 – November 2011	RailCorp
May 2010	Sims Metal Management
March 2009 – May 2010	Community Services
Dec 2008 – March 2009	Alcatel-Lucent
October – December 2008	CiSRA (Canon)
August – September 2008	Pfizer Australia
February – August 2008	PayPerClick
2005 – 2007	Honeywell
February 2005	Optus
2002 – 2005	Webster Publishing
1999 – 2002	Various

## EDUCATION

### TERTIARY

2013	Diploma of Occupational Health and Safety – NSW TAFE
1998:	Diploma of Communication (Technical) – Canberra Institute of Technology
1992:	Advanced Certificate in Programming Technology – Computer Power Training Institute

### OTHER TRAINING

2013:	Apply First Aid – St John Ambulance Australia
2012:	Rail Industry Safety Induction
2009:	Winning Executive Summaries – Shipley Associates
2002:	Professional Editing and Proof Reading – Australian College of Journalism
1996:	IT Project Management – Australian Institute of Management
	Understanding and Implementing Software Quality Control Procedures
1992 –	Various courses, including Indexes that Work and User Acceptance Testing
1999:	

### **Downer Rail – June 2012 – Present**

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My primary role on the Waratah Train Project is to review, edit and update the contractual safety documents to be delivered to RailCorp and Reliance Rail.

I write a number of other documents including safety messages for project briefs and newsletters, safety alerts, toolbox talks and work instructions. I also create safety training courses and posters for the Project sites in Australia and China. I also provide technical writing support to the members of the Safety team, particularly the Safety Coordinator based in China.

### **NSW Finance and Services – January – June 2012**

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In this role I edited, proof read and formatted documents and presentations produced by the Corporate and Shared Services Reform Program.

### **RailCorp – June 2010 – November 2011**

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I worked with the Safety Systems team to write, review and update OHS and other safety management system (SMS) documents. The documents had to align with legislation, regulations, codes of practice, Australian and international Standards and the National Audit Tool for self-insurers. The documents were written following a document control procedure and based on approved templates.

I created an online prototype of the SMS in a content management system (MadCap Flare). The prototype was demonstrated to project stakeholders to gain their support. I then worked closely with a Business Analyst to map the *As Is* and *To Be* business processes and create the business requirements for the content management system to replace the current SMS.

I provided assistance to the team by editing and proof reading the documents, assisting with the design and layout of forms and checklists. I also mentored interns and graduates placed with the team to help them improve their writing skills.

### **Sims Metal Management – May 2010**

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I wrote training material for a new installation of Microsoft Dynamics. I worked with the Subject Matter Experts to gather the information I needed to write the training. I also worked closely with the project team to prioritise the training topics as the project was running behind schedule and the final delivery date could not be moved. This ensured that the topics that were essential for the training were completed on time.

### **NSW Department of Community Services – March 2009 – May 2010**

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I was contracted to work on the Business Process Mapping Project. This was a high profile project that involved major business changes for the end-to-end core child protection functions.

I wrote the narrative for the Community Services *As Is* child protection business processes. I worked closely and collaboratively with Business Analysts and Subject Matter Experts. The narrative was written into the MapCap Flare content management system producing online content. I also performed quality assurance tasks on the content.

I assisted the project team by editing and proof reading project documentation and mentoring members of the project team to help improve their computer and writing skills.

### **Alcatel-Lucent – December 2008 – March 2009**

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I updated two user guides produced in FrameMaker 7 for software that manages pre- and post-paid mobile phone accounts. I was required to work closely with the software development team to get the information I needed. My excellent communication skills were needed as the majority of the software

development team did not speak English as a first language. I needed to make my communications clear and concise to make sure that I got the information I required to meet the project deadlines.

I also updated a user guide for Optus for software that manages the Optus Voice VPN (Virtual Private Network). Online help files were produced using WebWorks ePublisher Pro which had to conform to the Optus Style Guide. I had to use my HTML skills to modify the WebWorks output and the CSS files produced to meet the Optus style requirements.

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### **CiSRA (Canon) – October – December 2008**

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I wrote a user guide for Photo Merchandise Designing software. The challenge with this task was that the software was still in development in India and was not available for my use. I had to base the user guide on the Functional and Installation Specifications, the Architecture Document and screen mockups.

I edited two other user guides. The first showed how to assemble the various photo merchandise books. This guide is distributed to the photo lab staff using Canon's software. The second was for software that performed quality analysis on inkjet printers, both Canon's and their competitors.

My written communication and audience analysis skills were vital during this contract as the documents on which I worked, were for completely different audiences – Graphic Designers, Software Developers, Hardware Engineers and Photo Lab staff.

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### **Pfizer Australia – August - September 2008**

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I was required to write Standard Operating Procedures for a new web-based interface for a manufacturing scheduling tool. I worked closely with Subject Matter Experts in Australia and Canada to gather the information I needed.

The procedures had to adhere to Pfizer's quality standards and use approved templates. The completed procedures were then imported into a Documentum document management system for a formal review process before implementation. All my operating procedures passed the stringent quality assurance process and were not rejected at any stage of the review process.

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### **PayPerClick – February 2008 – August 2008**

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I was contracted to work on Search Engine Optimisation (SEO) projects. I was required to write clear, concise copy in the tone and language used on each client's site. My copy had to incorporate keywords and phrases for successful optimisation while maintaining the readability and usability of the site. I wrote content for a variety of industries, including health insurance, online share trading, telecommunications, internet recruitment, and hospitality.

I performed monthly quality assurance and localisation of the Marriott Australia web site. I reported my findings to Marriott International in Washington DC via a teleconference. I also worked closely with the Australian Marketing Manager, based in Melbourne, to write and edit copy for promotions to be run on the Australian web site.

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### **Honeywell – April 2005 - December 2007**

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I wrote and maintained a number of user guides. Initially, I wrote a Backup and Restore Guide for industrial control software. I then moved onto the Digital Video Management project to update the documentation in line with software releases.

I was heavily involved in converting the Digital Video Management documentation from unstructured to structured FrameMaker using DITA topic typing. I was an integral member of the team that imported the structured documents into an Astoria Content Management System. This work was time consuming and required attention to detail and excellent analytical skills.

At the same time as the conversion was being undertaken, I was required to update the documentation ready for the next software release. I completed both tasks simultaneously meeting all project milestones and deadlines.

## **Optus – February 2005**

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I was part of a team of content writers responsible for the update and repurpose of mobile phone information on Optus' corporate Web site for a re-launch. I was required to research information on the various mobile phone and Internet plans and engage with the relevant Product Managers to ensure the information was correct and up to date.

## **Webster Publishing – February 2002 to January 2005**

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I was contracted to Infosentials (1999 – 2001) to update a PowerPoint 2007 book to PowerPoint 2000 and to compile an Office 2000 book from the individual Office 2000 books. I was also involved in the development of eLearning courses for the LearningFast Web site and writing and updating training workbooks. The majority of the training I wrote was for the Microsoft Office suite.

I returned to the company, now Webster Publishing, in 2002 as an Instructional Designer and promoted into the role of eLearning Manager. My role was to plan, write, build and coordinate the development of the eLearning courseware. I supervised a team of courseware developers and editors. The courses developed included Certificate I and II in Information Technology, computer skills training for year 6 and year 10 students, OpenOffice and Linux.

My major achievement during this time was to write the majority of the International Computer Drivers License training. This enabled Webster Publishing to be the first Australian company to have its online International Computer Drivers License training accredited by the governing body in Ireland.