

Karen S. Belinne

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Professional Experience

Systems Analyst – Technical Writer

General Dynamics Information Technology, Randolph Air Force Base, Universal City, Texas
2008 – present

- Provide testing and documentation support to Air Expeditionary Force (AEF) application lifecycle development processes.
- Work with customers and application developers to create, publish, and maintain high-quality software life-cycle development for AEF software applications
- Write end-user documentation for AEF-related software applications
- Plan and execute basic functional and regression testing
- Write reports in Team Foundation Server and Visual Studio Team Suite (2008)

Technical Writer, Usability Interface Designer, Web Designer

Randolph-Brooks Federal Credit Union, San Antonio, Texas
2002 – Feb 2008

- Designed and implemented company Intranet
- Develop, write, and edit materials for Core Development team documenting AS400 software, all RPG programming, and other software used for business
- Create online manuals and procedures
- Interview programmers and developers and document back-end operations as well as changes in the software for end-users
- Test new programs prior to release for quality assurance
- Centralize and maintain documentation of all software developed and used
- Review all web interface designs for usability, consistency and quality
- Developed web standards and publishing guidelines for Information Systems
- Lead for various software development projects, coordinating work and information between Information Systems and other departments

In addition to FrameMaker, use Web Works e-Publisher Professional, Information Mapping, MS Word, Excel, HyperSnap, Visio, Adobe Acrobat, MS Project, PhotoShop, and DreamWeaver

User Information Analyst

Fred Meyer, Inc., Portland, Oregon; a Kroger, Inc. Company
2000 – 2002

- Analyzed store systems, made training recommendations, developed project plans, and produced the documentation and/or web site.
- Created templates in FrameMaker, and MS Word; wrote user guides with complete indexes; wrote job aids, and other procedures for various departments within the corporation.
- Designed and produced intranet web sites for Accounting, Loss Prevention, Community Relations, Retail Training, Jewelry Division, and Human Resources. Produced online tutorials for Loss Prevention, and other departments. Wrote copy and structured web site organization, designed logos, and created original graphics.

Technical Writer

Standard Insurance Company, Portland, Oregon
1997 – 2000

- Designed and created templates, and wrote standardized procedures integrating system functions with business practices and policy.
- Created life cycle tracking for retail sales software, analyzed user needs and developed appropriate plans including; tracking development, use, documentation and training.

- Analyzed needs and produced training for Customer Services on various insurance products including Disability, Life, and Mutual Funds

Technical Writer

US Bancorp, Portland, Oregon
1994-1996

- Created standardized systems and business policy procedures in MS Word for Help Desk Operations, Cash Services, and treasury and Capital Markets operations
- Documented a wide variety of mainframe systems including Bloomberg, CICS, TSO, INFOSYS, and AS/400 proprietary systems

Advertising Director

Fisher Publications, group of 12 community newspapers, San Antonio, Texas
1992-1993

- Hired, trained, and managed a staff of 23 including inside and outside sales, production and layout staff, and administrative staff
- Met with executives for all the major corporate and agency advertising accounts, analyzed their business, produced marketing and advertising plans for all media including our newspapers

Advertising Director

Circulation Management, Avenue, and Metropolis Magazines, New York City, NY
1988-1992

- Wrote media plans, and sold advertising to various accounts either directly or through an advertising agency
- Successfully met or exceeded the targeted sales quotas

National Accounts Manager

Landon Associates, New York City, NY
1986-1988

- Account manager for over 500 small to mid-sized daily newspapers nationwide in the Food, Pharmaceutical, and Liquor categories
- Analyzed various markets, trends and advertising options.
- Wrote media plans and marketing proposals to sell annual advertising schedules to agencies and corporate executives for accounts in these categories
- Worked with third party vendors to sell inserts into the papers
- Increased total sales 33% over previous year

Other Projects

Society for Technical Communication (STC) Regional Conference

Portland, Oregon 2001 – Conference Co-Chair:

- Negotiated contract with the hotel for rooms, seminar rooms, and food including the banquet
- Coordinated 17 volunteers to handle logistics for all the seminars – 16 per day
- Negotiated contract for equipment, and when possible sought donations from vendors
- Trained volunteers to handle AV in each seminar, speaker butlers, greeters, and information specialists

Secret Clearance

2008 effective to 20018

Education

Master of Business Administration

1989 Baruch College, City University of New York, New York, NY

Beta Gamma Sigma – 1989 honorary business society for outstanding scholarship

Bachelor of Fine Arts

University of Utah, Salt Lake City, Utah

Awards

Society for Technical Communication – Willamette Valley Chapter, Portland, Oregon

Merit Award (third honor) for HRIS User Guide, 2001

Distinguished Award (top honor) for Payroll Check Cashing online tutorial 2002

Society for Technical Communication – International Competition

Merit Award (third honor) for Payroll Check Cashing online tutorial 2002

Diocese of Oregon

Best of Show website for small parishes in Diocese of Oregon

Computer Skills and Proficiency

Application	Specific Tools	Level of Expertise
Computer Platforms:	DOS, Windows 3.1, 95, 98, NT, XP, and AS/400	Expert
Computers	IBM PC and Macintosh Citrix Server	Expert Expert
Content Management tools:	Aldon CVS (open source) Team Foundation Server	Knowledgeable Expert Expert
Database	Access 6.0, 7.0, 2000 Excel 4.0, 5.0, 7.0, 2000 Paradox, Q & A Lotus	Proficient Proficient Expert in the past Expert
Statistics	SAS	Expert in past
Graphics:	Fireworks 4.0, 5.0 Flash 5.0 PhotoShop 5.5, 7.0 PaintShop Pro 4.0, 5.0, 7.0 HyperSnap PageMaker Photo Editor Visio 6.0, 7.0	Proficient Proficient Expert Expert in the past Expert Expert in the past Knowledgeable Proficient
Information Mapping:	Business Communication Web Site Design Project Management Procedure Writing	Proficient Proficient Proficient
Internet Tools:	DreamWeaver 3.0, 4.0, 5.0 GoLive, Front Page 2000 HomeSite 3.0, 4.5, 5 HTML coding in Notepad CSS CGI scripts JavaScript WS_FTP	Expert Expert Expert Expert Proficient Proficient Proficient Expert
Mainframe applications:	TSO, CICS, INFOSYS, ASIM, Proprietary systems SQL Microsoft Servers	Knowledgeable

Application	Specific Tools	Level of Expertise
Online Help	RoboHelp Doc-to-Help 4.0 RoboHelp WebWorks Professional	Proficient Knowledgeable Expert
Other	Instructional Design Information Architecture Six Sigma UML CMMI Agile	Proficient Proficient Conceptual knowledge Proficient Knowledgeable Proficient
PDF	Adobe Acrobat Suite 3 – 8	Expert
Project Management:	Microsoft Project Project Manager (Lotus Notes) Turbo Project Excel – created spreadsheet	Expert Expert Proficient Expert
Word Processing:	FrameMaker 5.5, 6.0, 7.0 Microsoft Word 97 - 2007 Word Perfect 5.1, 6.0	Expert Expert Expert in past