

Key Qualifications

- Detailed-oriented and able to meet deadlines
- Strong background in end user training
- Extensive instructional design and technical writing experience
- Excellent communication and troubleshooting skills
- *Proficient in:* Windows 7, Google Chrome, Microsoft Office Suites, Outlook, Visio, SharePoint & Adobe Muse
- *Skilled in:* Testing Web Applications, Software Quality Assurance, Regression Testing, Browser Compatibility, Performance Testing, Automated Testing Tools, Scripting, Test Planning, Test Execution, Bug Tracking Systems
- *Technical Documentation:* Alternatives Analysis, Functional Requirements, Training Plans and Documentation, Cost/Benefit Analysis, Program, Subsystem, System and Technical Design Documents, Proposals, Determination of Needs, Standard Operating Procedures

Experience Highlights

- Highly motivated, creative, and versatile consultant with over 25 years of training development and writing experience
- Worked with people of all abilities and in a variety of industries from data-entry personnel to technical associates to consultants
- Brings positive attitude, extensive software knowledge, and excellent communication skills which support a commitment excellence and meeting customer expectations
- Proven Team Leader who strives to provide a quality product by effectively building team skills and creating effective relationships between the customer and staff
- Experience includes both public and private sector clients
- Able to reprioritize at a moment's notice

Experience

AUG 2016 to Present	Self Employed	Website Development	
Develop personal and business websites using Adobe Muse.			
SEP 2015 to JUN 2016	Contractor	Website Manager; New Employee Orientation	Amazing Event Rentals
Managed company hired to upgrade and complete website, yet failed to do so; initiated design changes beyond initial scope. Site completed in 6 months. Instituted new policies for managing inventory and trained new employees.			
DEC 2010 to APR 2013	Independent Consultant	Technical Writer; System Testing	Hewlett-Packard - CFSSC Project
Reviewed documents for consistency & client approved changes; communicated with technical team to resolve document discrepancies. Performed functional testing on newly developed components; developed/modified test scripts. Qualified background in Software Quality Assurance. Coordinated with software development team, project managers, and other member of IT team to ensure integrity of Web Applications through functional testing			
AUG 2010 to NOV 2010	Independent Consultant	Technical Writer; Trainer	Lanier Parking Solutions - City of Beaufort
Generated research materials for detailed parking system implementation. Wrote user guides, procedure & standardization manuals, and trained employees on program changes & newly implemented upgrades. Provided on-the-street customer training.			
FEB 2010 to Present	Self Employed	Life Coach	
Coach individuals around life situations, transforming old stories into new possibilities. Coach businesses creating powerful choices, releasing disempowering conversations, generating empowering conversations, and increasing revenue. Create, organize, and lead personal development classes, seminars, and workshops.			
JAN 2010 to JUN 2010	Independent Consultant	Technical Writer; Creative Writer; Website Design; Marketing Advisor	Natural Therapies Institute
Provided proprietary user, procedural, operations, and technical documentation for multi-practitioner facility. Detailed expected results & outcomes of practitioner staff, and conducted staff meetings. Created, wrote, designed, and edited monthly newsletter. Created and updated website. Managed and designed company advertisements. Controlled company presence marketing through flyers, brochures, and articles. Supervised 2010 Wilmington Holistic Health Fair.			
DEC 2007 to JAN 2010	Independent Consultant	Business Analyst; Technical Writer; Website Design	St. Jude's MCC
Provided support during staff reorganization, implemented business processes & internet capabilities, provided web design, and enacted management analysis & staff reduction consultation. Delivered procedural documentation for pastoral search & needs assessment for current staff positions. Evaluated current operations, implemented reduction or elimination of redundant systems, provided system procedures, and developed user guides & procedural guides for daily, weekly and monthly assessment improvements.			
SEP 2006 to Present	Self Employed	Author	
Author, layout and cover design, and published three books. Manage inventory, marketing, and sales. 53 outlines – ongoing effort.			
MAY 2003 to JUN 2006	Administrative Office of the United States Courts 1 Columbus Circle Washington, DC	Information Technology Specialist; HRMS Training Lead; Technical Writer	Temporary Employee
Provided reorganization analysis for government employees transitioning into contract positions, performed analysis on skills & abilities versus needs & requirements, initiated & detailed department processes & procedures, and enforced them by incorporating staff accountability. Trained 33k Court Services Branch employees in tandem with implementation of new/upgraded interface and provided supporting documentation. Maintained documentation control, communicated deliverable status, managed project files, provided distribution list with delivery of materials, located documentation, and gathered information for projects.			
SEP 2001 to APR 2003	Independent Consultant	Technical Writer; Proposal Writer; Proposal Coordinator	New Technology Management Inc., Artel, ManTech, & Booz/Allen/Hamilton
Provided technical writing & proposal management expertise for short term contracts. Assisted in proposal coordination on RFP proposals at Booz, Allen & Hamilton and ARTEL. Formatted documents using required templates and styles; edited proposals for consistency, clarity, and style. Ensured final publication accuracy prior to deadline			

NOV 1996 to AUG 2001	Raytheon Corporation 7700 Arlington Blvd Falls Church, Virginia 22042	Technical Writer; Project Coordinator; Logistics Analyst; Team Lead	Department of Education Department of Defense
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Performed error analysis generated by Customer Service Branch personnel assistants. Analyzed statistics to determine areas requiring training. Liaison among government, consultant management, and private contractors on various projects. Managed & coordinated Y2K staff, ensuring equipment & software complied with standards. Wrote functional specifications, implemented & managed an information system that monitored employee performance, performed statistical quality control, and assisted in workload reduction & backlog elimination. Created & provided training in designated areas, increasing customer satisfaction by 78%. Provided logistics data to on-ground service stations around the globe, ensuring the proper equipment & materials were available for replace and repair missions. Developed & performed Quality Assurance tests and evaluated results.

OCT 1990 to NOV 1996	PSI International, Inc. 10306 Eaton Place, Fairfax, Virginia 22030	Technical Writer; Proposal Coordinator; Systems Analyst	Department of Education US Customs Service Department of Veteran Affairs
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Wrote functional specifications; implemented & managed system that monitored employee performance, performed statistical quality control, and assisted in workload reduction & backlog elimination. Managed resources during 2,500-document Department of Education delivery, coordinating staff workload with other duties to achieve expected results on all tasks; achieving on-time delivery. Provided alternatives and cost analyses for hard and electronic copy delivery of the documents, offering quality production, and meeting client standards. Provided process presentation targeted for Congress approval implementing the 're-invention of government' strategy. Interviewed staff and management in six regional locations regarding implementation of system enhancements. Managed Veteran Administration's Voice Response System test database integrity and live database functionality, monitored input/output functionality, and provided daily reports to user groups while serving as System Administrator.

OCT 1978 to OCT 1989	AT&T 3300 Chain Bridge Road Oakton, Virginia 22182	Telephone Operator; Personnel Administrator; Circuit Assembler; Training Coordinator	Employee
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Maintained documentation control, communicated deliverable status, managed project files, provided distribution list with delivery of materials, located documentation, and gathered information for projects. Tested new application software, trained employees, and supervised the transition to system upgrades. Managed & designed telecommunications and network facilities, specializing in high security multi-point systems. Analyzed, designed, and implemented work flow procedure to eliminate 30,000-unit backlog over a six-month period. Coordinated centralized payroll system for 1,300 employees and resolved employee concerns. Managed & updated salary program for 450 management employees. Managed the circuits for Federal Government agencies, and team lead for the transfer of circuit records from one system to another.

Education

College/University	Location	Curriculum	Years
Northern Virginia Community College	Annandale, VA	Psychology	1976-1978
Bethany Nazarene College	Bethany, OK	Business	1975-1976

Personal Accomplishments

- Global Statistician for the Team, Management and Leadership Program (Landmark Worldwide - Nov 2003 / Feb 2011) and (May 2012 – Aug 2015)
 - Responsible and accountable for the growth and effectiveness of a world-wide program that had approximately 1,150 participants in twenty-four centers around the United States, Mexico and Canada, three centers in Australia, one center in New Zealand, one center in London, one center in Tel Aviv, Israel, and eight centers in India.
 - Led portions of quarterly weekend training in front of 700+ attendees.
 - Ensured the accuracy of the statistics for every team and reported the global results to the leadership of the program.
 - Attended weekly conference calls with representatives of each of the centers in anticipation of taking a very manual process and creating an electronic global reporting system.
 - Monthly calls with the leadership body of the program and communicated with teams that were struggling to help them achieve lower rates of attrition.
- Founded Mauldin Books, October 2006
 - Using storyboard techniques, wrote, performed layout and cover design, and published three books; managed inventory, marketing, and sales for the following:
 - God Speaks – A Dialogue (February 2007)
 - Family Tree (July 2011)
 - In a Few Words (May 2012)
- Founded Transform Your Story, February 2017
 - Coached individuals around life situations; transforming old stories into new possibilities.
 - Coached businesses creating powerful choices, releasing disempowering conversations, and generating empowering conversations, and increasing revenue.
 - Created, organized, and lead personal development training classes, seminars, and workshops.