

# Cathryn A. Hennes

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## **OBJECTIVE**

To obtain a position as a Technical Writer, Technical Communicator, or Documentation Specialist

## **HIGHLIGHTS OF QUALIFICATIONS**

- Over 3 years experience in technical writing, technology training, and technology program development
- Managed many different technical roles over 7-year employment period for Ernst & Young
- Extensive, customer-focused employment history

## **PROFESSIONAL EXPERIENCE**

### **Technical Writer/Editor**

- Wrote all user documentation and how-to guides, used in published Lotus Notes databases
- Developed technical communications for company-wide newsletters
- Edited, proofread, and managed company-wide communication databases
- Created, edited, and proofread technical content stored in Lotus Notes to manage training locations
- Developed and wrote technical user instructions on using office technology
- Maintained an electronic process to create, edit, publish, and order nursing education textbooks and syllabi, nursing information packet, and nursing student handbook
- Created hands-on instructions for faculty regarding proper use of testing scanner machine and how to print test results

### **Technology Trainer/Program Developer**

- Developed customized training materials for initial use of Lotus Notes
- Developed customized training materials and taught clients use of their Lotus Notes databases
- Assisted with development of technology training day at new hire entry programs
- Worked one-on-one with class participants in how to use Lotus Notes and Microsoft Office
- Worked one-on-one with nursing education faculty with proper use of testing scanner machine and Microsoft Word

### **Programmer Analyst**

- Developed databases in Lotus Notes 4 and 5 for Lotus Notes client software and Web browsers
- Consulted, developed, published, and administered over 100 databases and over 100 access control groups
- Managed projects containing three or more team members
- Assisted Technical Help Desks on company-specific Lotus Notes issues
- Designed, developed, and deployed tracking application in Microsoft Access that would track a nursing student from the day they requested information on the nursing program, until the day they graduated

### **Technical Asset Manager**

- Managed and tracked \$1 million in technical assets
- Managed all off-site training technology requirements
- Purchased and rented technical equipment when necessary, including processing invoices
- Managed off-site storage facility for equipment
- Tracked all equipment being shipped to and from main office to training sites

### **Network Administrator**

- Traveled to training facilities, setting up Novell 3.12 servers
- Confirmed connection of training facilities with offices' wide area network
- Managed all data stored on servers and access to servers and data
- Configured laptops, wired team rooms, and managed all technical issues at facilities

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## **Database Administrator/Lotus Notes Application Developer**

- Maintained, managed, and designed Learning Resource Guide application of three databases
- Edited and proofread content of program description and resource submissions
- Assisted Technical Help Desk with questions concerning Learning Resource Guide
- Demonstrated capabilities of Learning Resource Guide and helped with release to over 20,000 US-based personnel and over 45 member-countries

## **Desktop Publisher**

- Edited and proofread merger of Management Consulting (MC) Education Guide and Professional Development (PD) Catalog to become Professional & Organization Development (P&OD) Education Catalog, along with assisted with the design of these paper-based catalogs
- Managed electronic version of MC Education Guide, then P&OD Education Catalog in Microsoft Access, then Microsoft FoxPro respectively, entering, editing, and proofreading program submissions
- Edited, proofread, and maintained electronic versions of training manuals (Instructor Guides and Participant Guides) in Microsoft Word, Excel, and PowerPoint and Adobe PageMaker and Persuasion
- Assisted in creation of standardized design templates for Instructor Guides and Participant Guides
- Edited simple graphics
- Converted nursing education syllabi and guides to an all-electronic format for streamlined printing
- Designed an electronic format for nursing faculty to evaluate students' clinical performances

## **WORK HISTORY**

**Executive Secretary**, Cuyahoga Community College – Cleveland, OH (2002-2003)

**Programmer Analyst**, Intellinex – Cleveland, OH (2000-2001)

**Program Automation Coordinator/Application Developer**, Ernst & Young – Cleveland, OH (1996-1999)

**Lotus Notes Application Developer/Database Manager**, Ernst & Young – Cleveland, OH (1995-1996)

**Desktop Publisher**, Ernst & Young – Cleveland, OH (1994-1995)

## **EDUCATION & TRAINING**

- **Bachelor of Arts in English**, Cleveland State University – Cleveland, OH (Expected May 2008)
- **Associate of Arts in Communications**, Burlington County College – Pemberton, NJ (August 1993)
- **Brainbench Certified Editor** (November 2005), **Brainbench Certified Technical Writer** (April 2005), **Microsoft Office Specialist – PowerPoint 2000 Core, Word 2000 Core, Excel 2000 Core, Access 2000 Core** (October 2003), **IBM Certified Associate Application Developer and IBM Certified Associate Instructor – Lotus Domino**

## **HONORS**

- National Dean's List – 2005-2006 (GPA 3.65)

## **COMPUTER SKILLS**

Microsoft Office (Word, Excel, Access, PowerPoint, Outlook, FrontPage, Publisher), Lotus Notes, Adobe InDesign, Adobe Photoshop, Microsoft Digital Image Suite 6, Adobe PageMaker, Adobe Acrobat, Microsoft Windows (XP, 2000, 98, 95)

## **VOLUNTEER WORK**

2006-2007 **President**

2005-2006 **Committee Chair**

Oakwood Elementary School PTO, Elyria, OH

Elyria Kindergarten Village Parent-Teacher Club, Elyria, OH