

Shannon Marlow du Plessis

Professional Freelance Technical Writer

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Summary

You get more than a writer when we work together: you get a partner, a project consultant, a pair of fresh eyes, and someone who takes the time to "get" you and your company. I take my work, but not myself, seriously.

I put my BBA in finance to good use during the first years of my career. Realizing my talent for documentation after helping with three software conversions, I started my own freelance writing company and have been successfully documenting software, writing articles, and saving my clients from embarrassing errors with sharp-eyed editing since 2004.

Select Completed Projects

- Created award-winning context sensitive online help and quick start guide for RezOvation GT B&B reservation and accounting software—RezOvation, LLC
- Created blended learning solution (trainer's script, PowerPoint presentation, case scenarios, job aids, and online training component) to teach new internal contract creation and management software tool to international procurement department—ExxonMobil
- Storyboarded and produced over 300 e-learning courses (human resources, financial accounting, soft business skills, and safety) including pre-tests, knowledge checks, and final exams—TheAcademy.com
- Edited 4,000 procedure pages for GASCO (UAE oil and gas company)—Prose Solutions
- Created corporate materials for yearlong *Healthy and Resilient Workplace* initiative—CONCERN: EAP
- Created award-winning administrator guide for Travis County, Texas government software including installation and configuration instructions for system administrators, an overview of the software module, and a data dictionary—Hart Information Services
- Edited compliance, certification, and requirements documents—Texas State University
- Developed franchise operations manual—Access Realty
- Researched and wrote income tax training seminar manual—HLM Financial Group

Technical Proficiency

- Microsoft Office (Word, Excel, Access, PowerPoint, Publisher)
- RoboHelp, SnagIt, Captivate, Acrobat Pro, FrameMaker
- WordPress, Google Analytics, SEO
- Use both PC and Mac
- Adobe Photoshop, Lightroom
- Social media

Specialties

- Technical writing—translate geek-speak to plain English, create task-oriented online help and user guides that reduce the number of tech support calls, and ably work with and understand programmers
- Corporate writing—produce policies and procedures and other internal documents, research and write articles, evaluate and remodel business websites
- Instructional design (e-learning)—create online courses using Bloom's taxonomy, adult learning concepts, and include post-training learning reinforcement to combat the forgetting curve
- Editing—provide three levels of sharp-eyed editing, eliminating embarrassing and potentially costly typos and errors

Professional Positions

Professional Freelance Technical Writer 2004-Present

Increasingly responsible financial positions (public and private sectors) 1984-2004
Highlights include:

Research and Planning Consultants—Billing Director

In charge of monthly client billing and collections efforts for forensic services consulting firm (Research and Planning Consultants) and its companion medical bill review company (Forté); supervised billing clerk; inherited antiquated manual billing process and managed major project to create a computerized billing system, which significantly reduced A/R aging, provided reporting capabilities, and created the ability to instantly gather data to respond to client inquiries and improve collections by 32%

Texas State Government—Alternate Fiscal Officer

Reported directly to agency Executive Director; handled all agency accounting, payroll, and budgeting, including preparing the Legislative Appropriation Request (LAR) and presenting it before the Texas Legislature

Texas State Government—Budget Analyst

Designed PC-based budget system (reduced monthly budget reporting time from days to hours); liaised with department heads and the Executive Director to develop the agency budget; attended budget meetings with the Texas Legislature; performed budget variance analysis; developed a database system for the agency purchasing function incorporating a sound audit trail that had been lacking; wrote desk procedures

Texas Association of School Boards—Data Analyst

Performed financial analysis (heavy SQL) of actuarial data to ensure proper funding of self-funded member unemployment compensation fund; as designated departmental Power User, acted as first contact to solve departmental IT issues to reduce load on organization's help desk; served as SME to IT department during project to create AS/400-based funding program—evaluated UI, performed QA testing, and explained complex actuarial calculations to programmers

Education

BBA—Finance (Dean's List)	University of Houston	1984
College Preparatory School	Fort Worth Country Day	1980

(Honor Roll—entered college upon completion of junior year)

Certifications and Awards

Online Help Merit Award	Society for Technical Communication	2009
Area Outstanding Toastmaster	Toastmasters International	1986

Portfolio and References

[ShannonWrites](#)
[LinkedIn](#)