Diane B. Hogan, PhD

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Design & Writing Samples

SUMMARY

I am a writer, designer, and instructor with demonstrated success in developing and delivering communication programs and products that positively influence clients and end-users. My focus is user-centric in all aspects of content design and development. As a leader of initiatives, my interest is in creating innovative product information that improves the user experience and fosters learning. I have worked with software systems and development for over 35 years. I am achievement-focused, a collaborative learner, visionary, coach, and mentor.

SKILLS

Technical Communication and Instructional Design capabilities and skills include:

- Authoring tools: MadCap Flare (using since 2012), RoboHelp, FrameMaker
- Video tools: Camtasia, Snagit
- Project management: JIRA, Confluence
- Source control: CVS, SVN, TFS, Git

- Microsoft Office: Word, PowerPoint, Visio
- HTML, CSS, XML, HTML5
- Adoption of learning theories in content development
- Mentoring co-workers and students

Early career skills as a developer and information security specialist:

- Multiple operating systems, programming languages, and software products.
- Worked in z/OS, UNIX, i5/OS, HP NonStop, and Windows.

- Programming languages: Assembler, COBOL, JCL, SAS, Fortran, SQL
- Mainframe security: CA-ACF2

CERTIFICATIONS

MadCap Advanced Developer Flare | Expert Certification

SPECIAL INTERESTS

- Applying learning theories to the design, development, and delivery of quality content.
- Refining work practices to improve team output and productivity.
- Researching industry trends in technical communication and adult learning.
- Planning and conducting content conversions to MadCap Flare.
- Designing and developing user Help systems.
- I am passionate about making a difference.

PROFESSIONAL EXPERIENCE

ReDactions   2021

Technical Communication Specialist
- Seeking contract work or short-term projects

PrismHR   2018 to 2020

Senior Technical Writer
- Developed new content to maintain currency with monthly product releases.
- Converted Help system from Confluence to MadCap Flare. Designed new HTML5 output.
- MadCap Flare support person for the remote writing team.
- Designer of content look and feel for print and online help.
- Worked with product management to enhance content and prioritize documentation projects.

OpenText   2006 to 2018

Senior Technical Writer – Metastorm 2006 to 2012, OpenText acquired Metastorm in 2012
- Core member of a team converting content from RoboHelp, Word, and a wiki to MadCap Flare.
- Managed the team MadCap Flare global project that encompasses stylesheets, output format (print and screen), HTML5 skins, Master Pages, and variables.
- Developed documentation processes to streamline product localization, tool conversion, and rebranding. Developed standards and procedures for software guide development, resulting in reduced customer support calls through enhanced product documentation.
- Designed and developed custom styles to standardize formatting and content development.
- Led and implemented documentation initiatives, including quality assessments and best practices.
- Designed and developed user documentation for a new cloud application for legal firms.
- Designed and developed documentation for various applications to include business process management, case management, and managed data transfer and integration.

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- Designed and developed the following types of guides: user, administration, installation, product overview, supported environments, and release notes.
- Obtained doctorate while working full time as a technical writer.

Saint Leo University   **2003 to 2006**

Instructional Designer, Course Content Supervisor
- Designed and developed a model for online courses to establish market recognition, ease of navigation for students, and a professional look and feel. Designed an automated system for faculty to input course content and maintain the online learning environment.
- Managed course development for higher education online learning center producing 25 new courses annually for the center with 5000 online students, 90 + courses, and over 100 adjunct and full-time faculty.
- Streamlined business processes, designed, and developed a comprehensive database and application system resulting in a 15% reduction in required labor. Collaborated with faculty to develop online courses.

Independent Consultant & Student   **1999 to 2003**

Independent Consultant, Masters Student Nova Southeastern University
- Developed technical and marketing documentation for a European software vendor.
- Conducted classroom instruction for software and services company.

EKC   **1994 to 1999**

Manager Education Programs, Senior Consultant
- Managed education services and training department as a marketing arm of software/services organization. Achieved a record of consistent annual revenue growth of 14%, 10%, and 19% from 1997 to 1999, respectively.
- Established standards and procedures for instructional material, student guides, and instructor conduct, attire, and presentation. Subsequently, these changes earned consistently high marks on student evaluations, resulting in improved customer satisfaction.
- Introduced eight new courses within two years in response to client demands, which proved instrumental in increasing student classroom registrations. Developed course material and conducted onsite training sessions for clients.

EARLY CAREER *Product Consultant, Technical Manager, Information Security Administrator, Analyst, Programmer*
- Generated average revenue of $600,000 in software sales per year as a system engineer by creating product justification quick reference guides that helped accelerate the sales cycle.
- Performed the dual role of Information Security Officer and Disaster Recovery Coordinator for a large manufacturer dispersed geographically throughout the US. Devised and successfully tested the disaster recovery plan while simultaneously implementing an effective information security program all within 18-months. Established a corporate help desk; trained staff to assist users with information security problems.
- Formulated procedures and forms to process information security requests. Crucial to this success was defining data owners for business and system information, placing the authorization for data access outside the information security department. Designed, developed, and implemented a reporting system that saved two hours of review time each day while streamlining the information security and audit process.
- Implemented and managed information security systems using CA-ACF2 and IBM RACF.
- Designed and developed programming and information security standards and procedures.
- Designed and developed business applications for a manufacturer of small business engines.

EDUCATION **PhD** Education, specialization in Professional Studies   **BA** Business Management, Emphasis: Marketing
Capella University, Minnesota (GPA 4.0)   North Carolina State University, North Carolina

MS Computing Technology in Education   **AA** Liberal Arts
Nova Southeastern University, Florida (GPA 4.0)   Peace College, North Carolina

PUBLICATIONS Hogan, D. B. (2011). *Learning and Doing through Software Documentation* (Doctoral dissertation).