**Victoria Whitehorne**

29580 Equestrian #108 ● Farmington Hills, Michigan ● 48331

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**Summary**

Senior technical writer with over 15 years of experience in technical communication. Expert in translating complex issues in a clear, concise style. Skilled in translating functional and business requirements into online help and other user documentation. Delivers quality content within tight timelines. Thrives in an organization that encourages creativity and teamwork.

**Professional Experience**

**Senior Technical Writer** May 2015 - Present

**Lear Corporation /** Automotive Seating Southfield, MI

Contractor: Vision IT Pro

* Create and manage development of online help for internal production line software products for shop floor development and implementation teams (RoboHelp, SnagIT, Office)
* Assist with management presentations (Powerpoint)
* Prepare quarterly world-wide team updates (Word, SnagIT, Notepad +)
* Manage shop floor team documentation web portal
* Collaborate with Development and Implementation teams in North America and European Union

**Senior Techncial Writer**

**Denso International North America /** Automotive Engineering August 2013 – May 2015

Independent Contractor Southfield, MI

* Created Invention Disclosure documents for Advanced R&D team as needed (Word)

**Senior Technical Writer** March 2009 – March 2015

**BondDesk Group LLC /** Fixed Income Trading Platform Rochester, MI

* Created and managed development of multi-layer, context-sensitive online help system (RoboHelp)
* Managed creation and implementation of integrated “Did You Know” application tips (PowerPoint, Excel, SnagIt, HTML and Git)
* Wrote, edited and published quarterly product release notes (Word, SnagIt and Acrobat)
* Managed creation and implementation of integrated “tip sheets” (Word)
* Managed legacy online help systems for multiple products (RoboHelp)
* Maintained Brainshark videos (PowerPoint)
* Performed minor code changes (Git and Stash)
* Collaborated with Product Management, Development, QA and Client Services teams in development of SDLC document templates (Word), and development and maintenance of Confluence and wiki spaces

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**Professional Experience Continued**

**Contract Technical Writer** April 2004 – October 2008

**Yazaki North America, Inc. /** Automotive Engineering Canton, MI

Contractor: Technology Resource Group

* Wrote user guides for numerous Automotive Engineering applications (Word and Visio)
* Created management presentations, training aids and marketing materials
* Collaborated with project manager in creating new product requirements
* Designed, implemented, and documented test plans for automated code generator (Excel)
* Performed new product testing and tracked testing issues (PVCS Tracker and Microsoft SharePoint)
* Managed documentation for automated code generator, including online help, user guide, programmer guide, and training presentations (RoboHelp, Word and PowerPoint)

**Contract Technical Writer** August 2003 – March 2004

**Blue Cross Blue Shield of Michigan /** Health InsuranceSouthfield, MI

Contractor: Iconma

* Researched and wrote web-based policies and procedures for new software system
* Prepared employee training lessons for new software system

**Technical Writer** January 1999 – June 2003

**CGN & Associates** / Custom Software Solutions Livonia, MI

* Prepared functional requirements specifications, design documents and test plans (Word and Excel)
* Created HTML-based online help and hard-copy user guides for custom software products (RoboHelp)
* Prepared user training and testing guides (Word)
* Collaborated with team members in the preparation of RFQs and proposals for new projects

**Software Tools**

HTML/CSS ● Git ● vi

Stash /Jira / Confluence

SnagIt

PVCS / PVCS Tracker

Visual Studio / Visual SourceSafe / Office / Visio

RoboHelp / Framemaker / Dreamweaver / Acrobat

**Education**

**Michigan State University**

East Lansing, MI

Bachelor of Arts