## Rebecca P. Rowey



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I am an IT professional with over ten years experience in technical writing, curriculum development training and presentation. I have a well-rounded IT background including project coordination, desk-side support, Help Desk mentoring and monitoring work Help Desk work orders.

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| Adobe Captivate, Photoshop and Acrobat | MS Office Suite 2000-2007 | Visio |
| MS Access | Active Directory | DeskSite |
| CMS | PDF Converter Pro | Outlook |
| Lotus Notes | Archer SmartSuite | Trackit (Footprints) |
| Digital Reef | Lexis/Nexis | Regulatory Research and writing |
| WebEx | CLE Webinar Production | Digital Photography |

**Employment**

**Forensic Risk Alliance 2010 – 2011**

* **Technical Writer/Administrative Analyst:** Report to Chief Operating Officer and General Counsel; Draft presentations and reports in PowerPoint, Word 2007, Excel and Visio; Maintain organizational charts for growing company; Attend meetings and summarize management and strategy for COO and partners; Special projects for forensic accounting and e-discovery as needed; SharePoint; Active Directory administration; Development of training for Forensic Accounting and E-Discovery Departments, including interactive, computer-based training in Adobe Captivate; Development of training materials and instructions for proprietary software used to process data in preparation for review and production of documents in connection with investigations by the DoJ and SFO, Draft instructions for Digital Reef import process; Process NSF databases for import into SQL and export into review platform; Edit and contribute to book on Frequently Ask Questions on the FCPA to be published internationally in late 2011; Setup and Administration of professional services such as Axiom business travel website (including assisting travelers with Visas and international travel requirements), SalesForce, WebEx and Ring2 conference calling service; Marketing research and reports; Maintain Marketing Materials;.

**Xyant Technologies/Wal-Mart (Temporary Contract Position) 2009 – 2010**

* **Paralegal/Technical Writer**: Research regulations and legislation on information security and privacy laws using Lexis/Nexis and the internet for the Information and Security Department to assist in compliance; draft legal memoranda summarizing research findings, including a summary of the law, compliance requirements, safe harbor (if any) and consequences for noncompliance. Enter citations and a brief summary in Archer SmartSuite Policy Manager; create PowerPoint presentations with speaker notes on research findings for general counsel; complete research on HITECH HIPPA-centric changes in regulations through final interim rule adopted on October 30, 2009; draft legal summaries on the amendments to HIPAA security and privacy rules and create presentations for Wal-mart executives; draft fifty-state summaries on escheat laws, private detective licensing laws, COPPA Act, CAN-SPAM Act, Red Flag Rules; summary of upcoming Federal privacy laws; cloud computing, FTC privacy rules, etc.

**IS Technical Writer/Analyst 2000 - 2008**

Edwards Angell Palmer & Dodge, LLP Providence, Rhode Island

* Create narrated video tutorial in Camtasia Studio for the rollout of Outlook 2003 which was distributed firm-wide to introduce new application features, as well as other video tutorials in Camtasia Studio, such as tutorials for PowerPoint, Excel and Word advanced features.
* Work with software development and other SMEs to test and roll-out new software; Serve as liaison between IT team and end-user population; Monitor test user groups and report issues to software development.
* Coordinate IT projects such as rollout of branded desktop during a larger organization merger, implementation of new VoIP telephones and new voicemail system; Firm-wide upgrade of memory for all desktops and laptops.
* Monitor Help Desk work orders to ensure prompt escalation and appropriate resolution and mentor Help Desk personnel; Liaison between Help Desk and upper tier IT personnel to determine business resolutions.
* Extract metrics from Trackit to suggest appropriate training for Help Desk personnel and user population.
* Develop curriculum and training materials for firm-wide training programs, including Microsoft Office, Adobe Acrobat, Visio, DeskSite, CMS and more. Conduct hands-on and presentation style adult technical education for 1500+ users.
* Create new hire technical training and testing materials to assist in the training and integration of new employees to firm core software.
* Facilitate successful user migration to new software after large firm merger for more than 1500 users including WorldDox to DeskSite, transition to CMS financial software, Word 2000 to Word 2003, Lotus Notes 6.5 to Outlook 2003.
* Contribute solutions for the Help Desk knowledge database in Trackit (Footprints).
* WebEx administration; central management of all Firm-wide internet meetings, coordinated and co-produced CLE/HRCI web seminars.
* Upgrade and deploy computers and laptops, install and image hard drives, installed DVD drives and burners, order and install compatible RAM, install and upgrade software.
* DeskSite and Active Directory administration; setup and maintain ethical walls.

**Paralegal/Help Desk/Trainer 1999 -2000**

### Gilman, McLaughlin & Hanrahan, LLP Boston, Massachusetts

* Assist in the administration of computer network (Windows NT) and act as help desk for entire office; Draft technical instructions; Windows 98; Corel Office 2000; Microsoft Office 2000; Internet and Outlook.
* Provide assistance to two partners in construction litigation, estate planning, personal injury and domestic law; dictation (speed writing), prepare documents and correspondence, filing, generate time keeping records, assist in billing preparation; Heavy client contact.

**Education**

### Associate Degree in Paralegal sciences 1991 - 94

Providence College Providence, Rhode Island

