Jennifer H. Wandersee

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Summary

Recent graduate of Coding Bootcamp for Web Development at University of Minnesota and Technical Writer with more than 15 years' experience.

Full-Stack Web Development Experience

As a Bootcamp student:

➢ Successfully created interactive websites incorporating Javascript, jQuery, HTML, Cascading Style Sheets, Bootstrap and API technologies.

➢ Successfully created back-end applications using Javascript Node, SQL, API, Express, Express Handlebars and Sequelize.

Technical Writing Experience

Successfully created a wide range of materials in a variety of formats, including a Request for Proposal, online materials, release notes, newsletter articles, pocket guides, full-length manuals and eLearning modules. Possess excellent research, problem-solving, and written and interpersonal communication skills. Enjoy working on a team or as an individual contributor.

Possess extensive knowledge and experience with various writing, office and eLearning tools, including:

➢ MS Word, Visio, Excel, PowerPoint and Outlook
➢ Stellent Content Manager
➢ Various graphics tools, incl. Snag-It, Photoshop
➢ Adobe FrameMaker and PageMaker
➢ Adobe Captivate

Past Technical Writing Positions

➢ Contract Technical Writer at the Veterans Administration, Minneapolis, MN (7/2014-1/2019)

 ➢ Created detailed diagrams of server rooms and racks for all locations with server rooms in Region 2 (middle third of the continental U.S.) by working with local personnel and using various technologies to track down detailed information on racked equipment.

➢ Contract Technical Writer, short-term contract positions at various organizations in the Twin Cities (1/2012-6/2014)

➢ Technical Writer and eLearning Developer, Fairview Health Services, Minneapolis, MN (03/2001-1/2012)
 ➢ Using content management system, developed intranet web content for rollout of Epic electronic health record, including designing web pages and editing, reformatting and posting hundreds of job aids.

 ➢ Gathered information and wrote a Request for Proposal for organ transplant information system.

 ➢ Created and published more than 250 job aids and short interactive eLearning to train users of supply chain and accounting modules of PeopleSoft system.

 ➢ Wrote emergency shutdown procedures for IT operations center, including creating diagrams.

 ➢ Analyzed user needs and wrote chapters of manuals or standalone pieces for:
  ➢ e-Time – time and attendance tracking app
  ➢ Chart Tracker – patient chart tracking system within Epic electronic health record
  ➢ IDX – scheduling and billing system
  ➢ CA-Masterpiece – accounting application
  ➢ OnTrack – learning management system

Education

➢ Augsburg College, Minneapolis, MN, B.A. Major: Russian Area Studies