**Ann Resnik**

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**OBJECTIVE**

To further my career by using my technical expertise, knowledge and education to become an editor/ writer for your company

**SUMMARY**

**Five Years’ Experience as a Technical Writer**

**One Year Experience creating Instructional Manuals and Materials**

**Four Years’ Software Testing and Business Analysis**

**Expert at Microsoft Word, PowerPoint and Visio**

**Two Years’ Experience with Oracle and Salesforce.com databases**

**Microsoft Project, Visio, PowerPoint, Excel, Access, and Word Software Experience; also UNIX (Solaris), HTML, C++, PL/SQL, Oracle CRM, Lotus Notes, Siebel, Salesforce.com, UNIX Programming and Administration, Asana, SharePoint, Century**

**EXPERIENCE**

**PRUDENTIAL CORPORATE ACTUARIAL, Horsham, PA. – Contract through Robert Half Consulting, Horsham, PA. 1/16 – 5/16 (40 hour week)**

***Actuarial Writer***

* Wrote a 60 page paper on the DailyPro actuarial model and a 10 page paper for the Federal Reserve regarding Prudential’s Actuarial Projection System; these were models for calculation of cash reserve for Prudential’s Variable Annuities
* For example, documented a narrative in the manual describing how the actuarial models work and how they help determine whether enough money is left in reserve in case of an economic downturn
* Created Visio diagrams on by how the Daily Pro proprietary actuarial systems processes cash reserve and how the actual cash reserve was adjusted by various systems

**PHILADELPHIA GAS WORKS (PGW), Philadelphia, PA. - Contract through MJDP Resources Consulting 3/14 – 1/1/16 (full time hours)**

***Business and Instructional Documentation***

* Drafted Business Requirement documentation for business contracts involving departments at PGW
* Produced Visio diagrams for internal departments indicating work flows for tasks
* Edited existing Requests for Proposals to provide new information, so that agencies outside of PGW could bid to provide services for labor and materials
* Created a 100 page guide for non-technical writers on how to use the Styles section of Microsoft Word for producing Table of Contents and Headings
* Edited and wrote Statement of Proposals, Standard Operating Procedures, Solicitation Bids and Change Control documents, for the Business Unit at PGW
* Wrote up complaints; these needed to be less than a page long but had to be written according to Quality Assurance standards for PA Utilities’ Commission

**THE VANGUARD GROUP, Malvern, PA. - Contract through Randstad and Tata Consulting, Malvern, PA 4/2007- 3/2011 Contractor (40 hour week)**

***Technical Writer, Back Office Processing Specialist***

* Contracted by The Vanguard Group to process transactional requests to client accounts
* Learned and maintained a thorough understanding of departmental software systems and transaction processing functions, including those involving Oracle and PL/SQL databases
* Communicated verbally through incoming and outgoing calls with clients and their relevant financial institutions
* Complied with all Securities and Exchange Commission (SEC) and Vanguard internal policies regarding client contact
* Documented back-end processes for disbursement of pension checks for participants in Vanguard’s pension plans
* Wrote over fifty procedures explaining how data for pension clients is input into Vanguard's computer systems (data feed) and converted to files that can be utilized by the Vanguard Pension Administration System (VPAS) processing for check disbursement
* Designed the web content for the Defined Benefits Product Development website using HTML code and free hand drawings
* Tested software functionality for the VPAS website (User Acceptance Testing)
* Executed flow diagrams detailing the application interfaces and processes for pension details for Vanguard customers
* Created Instructional manuals for 401K and Small Business Accounts – for example, wrote a sixty page manual to be used by instructional designers to create a class explaining how 401Ks work

**TEVA PHARMACEUTICALS the Robinson Group, North Wales, PA. 6/2010 – 11/2010 (hours varied; did this as a second job)**

***Technical Writer, Human Resources Business Analyst***

* Contracted by Teva Pharmaceuticals to conduct User Acceptance Testing for the new Teva Performance Management website which was designed to track each employee's job performance
* Developed testing scripts that documented the functionality of all software units of the website, examining any software errors to be corrected after testing
* Coordinated the testing with developers
* Designed the scripts to test the system performance for 10,000 users
* Developed each testing script to track a different aspect of the website: for example, the login functionality, the ability to add new employees to the system, the capability of the software to support multiple users, etc.

**BUSINESS ANALYST INFORMATION SYSTEMS ACCELERATED CERTIFICATE Pennsylvania State University, Great Valley, PA. 5/2010 – 7/2010 – class (hours varied; did this in addition to my main job)**

***Business Analyst Accelerated Certificate***

* Planned and acted as a project manager to build a 200,000 University
* Conducted user requirements gathering by interviewing project sponsors, students, faculty, and department heads about computer processing needs
* Selected specific computer aspects of Information Systems - for example, the ability to record student grades, schedule classes, maintain student records - to explore in greater detail in a written report (Microsoft Word)
* Developed process flows and use cases for student grade reporting
* Completed Visio and UML diagrams explaining the system design standards and user requirements for the university

**SIEMENS MEDICAL BUSINESS SERVICES Great Valley, PA. 8/2005 – 04/2007 (40 hour week)**

* Scanned the 10,000 person Siemens Communications’ Network nightly for viruses using software data tools
* Served as Project Manager during the relocation of Siemens Business Center to South Carolina, tracking the progress of fourteen engineers developing computer programs for that location
* Wrote a sixteen page Operations’ Manual for Siemens’ national locations
* Repaired Siemens’ computers and scanning field devices
* Served as an assistant to the head of Siemens’ Business Services, drafting business correspondence and documents for him
* Headed Change Management meetings for Siemens Medical Services to go over any new procedures every month

**EDUCATION**

**Bachelor of Arts degree, University of Pennsylvania**

**Licensed Practical Nurse, Chester County Intermediate Unit Practical Nursing Program**

**Pennsylvania State University** **UNIX Systems Administration and C/C++ Programming Certificate**

**Pennsylvania State University Information Technology Business Analysis Certificate**

**Matriculated toward a Masters in Computer Science, Pennsylvania State University**

**Advanced UNIX Systems Administration Certificate, SUN Microsystems**