

Ph./Fax: (865) 777-1585

Laura B. Lammers

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Qualifications for corporate level senior technical writer/editor with promotional opportunities / Telecommuting contract technical writer on per project basis.

Personal Summary: _____

An accomplished professional with more than eighteen years of business, office and corporate experience encompassing a wide range of knowledge and skills, including technical writing, editing and computer skills. I also possess outstanding leadership ability and skills in interpersonal relations, communications, sales and planning, in addition to the necessary qualities of assertiveness, team building, and a commitment to the bottom line.

Areas of Expertise: _____

- ◆ Technical Writing/Editing
- ◆ Personnel Management
- ◆ Personnel Training
- ◆ Technical Support Desk
- ◆ Corporate Security Clearance
- ◆ Web Administration
- ◆ Human Resource Facilitator
- ◆ Quality Control/Troubleshooting
- ◆ Trade Show Sales
- ◆ Customer Service Facilitator
- ◆ HTML Proficient
- ◆ E-Commerce Savvy
- ◆ Computer Systems
- ◆ Accomplished Public Speaker
- ◆ Ability to Increase Sales
- ◆ Telemarketing: Sales/Fundraising
- ◆ Project Planning/Facilitation
- ◆ Published Writer
- ◆ Convention/Meeting Coordinating
- ◆ Ability to Increase Sales

Professional Experience: _____

Hampton-Tilley Associates, Inc., Knoxville, TN / Lucent Technologies, Omaha, NE / ABB Corporation, MO

I am responsible, as Documentation Specialist, for user, developmental, design and technical software documentation of the MAX (Manufacturing Execution System) installation at Lucent Technology's Electric Wire & Cable plant in Omaha, NE, and for a separate MES project for ABB Corporation in Missouri. Software documentation encompasses ten different software operating systems on three different platforms: Wireless RF Units, PC Units, and Browser Units. I am also responsible for developing the HTML Help Files for the software, and for providing training materials to Lucent and ABB Personnel. Working closely with Engineers and Software Designers, I gather, interpret and record all information necessary to the success of the project. Travel to Nebraska, and Missouri is also required. Additionally, I am involved in trouble-shooting and R&D as well, resulting in many of my suggestions being incorporated into the software. The primary tools used for this project are Word 97, Corel Draw8, Photo Paint 5.0, Paint Shop Pro v5, RoboHelp HTML 2000 and Visio. I have also written magazine articles about Hampton-Tilley, Inc. to target specific engineering and manufacturing markets.

Webcortex, Inc., Queens, NY

I am responsible, as Director of Content, for the creation and facilitation of all documentation for the **Webstores 2000** software product, including the Webcortex, Inc. website <http://www.webcortex.com>. Working, via computer, with engineers and programmers, I develop and design both user and technical software documentation using HTML and RoboHelp. Documentation is hard-coded directly into the product, and displayed on-line in its entirety at <http://www.webcortex.com/webstores2000/2000user.doc>. I also assist in "bug-hunting" and compatibility testing, with many of my "finds" and suggestions being incorporated into new versions of the product. I am also responsible for all marketing/sales documentation, which includes contact e-mails, e-brochures, and more.

CyberNuts, Inc., d/b/a A Poet Born, Knoxville, TN

As President of CyberNuts, Inc., I am responsible for handling all phases of the business: purchasing, accounting, marketing, customer service, writing, editing, web-site design and building, marketing, and more. <http://www.apoetborn.com> was written by coding HTML into plain text files and uploading same to the server using WS-ftp. We have published six books of poetry in the first year, some of which are carried on Amazon.com and on BarnesandNoble.com. Our book, A Hero Borne, is carried in nine of the sixteen Space Centers across the country, as well as in all Smithsonian Museum Gift Shops.

Zellweger Uster, Knoxville, TN

As Technical Writer, I was responsible for hardware and software documentation of Gin Process Control Equipment. The GPC 1998 project encompassed six different operating systems and software. Working closely with Engineers, Software Designers and Service Technicians, I was responsible for the gathering, interpreting and recording of all information for this project, as well as trouble-shooting, verifying and suggesting changes to the software. I wrote Instructional Manuals for users, Service Manuals for the engineering technicians and Quick Reference Cards and Help files for operators. I completed the project in three months time, using Word 97, Word Perfect, Corel Draw and Corel Paint. I was also responsible for doing all "screen" captures (using Corel 8), and for taking, cropping and formatting the Digital Pictures of the System Hardware.

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The Learning Company, Knoxville, TN

I was responsible for providing extensive software and hardware trouble-shooting for over 250 software products on several operating environments, including, DOS, Windows 3.1, Windows 95, Windows NT and Macintosh. Exercised judgement within standard operating procedures in analyzing situations and data to resolve a wide array of technical problems from changing computer display settings to guidance through driver upgrades (sound card, video drivers, etc.) via telephone and e-mail. Responsible, also, for generating sales of software over the phone, tracking specific problems by entering all data into CTMS on-line system, and receiving, testing and replacing, when necessary, damaged software. I developed a technical support document database for newly acquired Creative Wonders software line, consisting of over 50 titles, for use by all telephone technical personnel. This data was also made into a series of Fax on Demand (FOD) documents to better serve TLC's client base.

Maximus, Washington, DC

As a Consultant with Maximus, under contract with the State of Tennessee, I assisted in the Statewide Title IV-E Eligibility and Reimbursement Review for the Tennessee Department of Children's Services (DCS), on children in State Custody placed in out-of-home care with a Non IV-E Eligible, or IV-E Eligible but Non-reimbursable Status. The purpose of the Review was to verify the accuracy of the initially decided IV-E Status and apply new legislation, retroactively, to deem IV-E Eligible and Reimbursable, those cases which met the new criteria. Used to facilitate the review process were the CORS, ACCENT and Tennessee Clearing-House Computer Systems. At the completion of the general review, I assisted in the revision of the Tennessee Standard Operating Procedures (SOP) Manual for IV-E Eligibility and Financial Assistance.

Preferred Behavioral Health of NJ

At PBH, using Microsoft Office, WP 6.1, Word 6, Corel Flow, Printmaster, Lotus 123, I was in charge of all technical editing, as well as creation, of company wide, departmental Procedural Manuals as well as the development of all company wide forms in a new, universal format.

SPACECOM

I received Corporate Security Clearance to work on the Intelstat Satellite Project of 1984-8. I was on call six days/week, 24- hours/day. All work was done in the SPACECOM Vault at Company Headquarters, using Digital Decmate and Mass 11 systems. Technical Writing/Editing as well as manual layout and graphic manipulations, were my responsibilities.

Other Professional Experience Includes: _____

Computer Consulting/Training: Harbridge House, Boston MA & Portsmouth NH/ Omni Hotels International, Hampton NH

- ◆ At Harbridge House, I consulted and trained their personnel on the full use of the Digital Decmate and Mass- 11 systems. I composed a "Short" manual for their office use, consisting of "real need" usage and "Shortcuts."
- ◆ At Omni Hotels, I wrote Operations Manuals for New Omni Properties, and helped to train their staff in the use of the Wang computer.

Convention Coordinator: Parents Without Partners, Washington D.C.; Edison Electric, Washington, DC

- ◆ As company representative of Parents w/o Partners, the position required travel when coordinating every aspect of international meetings.
- ◆ As assistant to the Coordinator of EE, I worked to arrange the international convention, and all executive meetings.

Trade Show Sales Representative: Self-Employed, New York City, NY

- ◆ I represented a multitude of companies in a wide variety of trade shows including, but not limited to, Appa Seafood, Swiss Miss, Troika, Shanna Sweaters, Lana of London, and Ravensberger Toys.

Education: _____

BA Degree, Summa Cum Laude, Ocean College, NJ
Additional Course work: University of Tulsa/Montgomery Country College/ Stockton State College/University of Maryland

Professional Affiliations: _____

National Society of the Daughters of the American Revolution (NSDAR), Phi Theta Kappa, National Association of Female Executives (NAFE), American Association of University Women (AAUW), Knoxville Association of Women Executives (KAWE), Museum of Natural History, Survivors of Sand Creek, Listed in Marquis Who's Who.

Hobbies: _____

Writing: published; Website: building/operating; Artist: freelance; Scuba, Shooting, Photography, Piano, Charity.

References: _____

Available upon request.

Other: _____

Just because it's not here, doesn't mean I haven't done it, or couldn't do it.