

MONIKA DUVINAGE

monika.duvinage@consultant.com.fr

Tel: +33 (0)556 860 508

Cell: +33 (0)669 444 699

<http://colorfuldocumentdesign.com/>

22, rue Chabrely
F- 33100 Bordeaux, France

JOB OBJECTIVE

Online Help, Web Writing, E-learning, Technical Communication, Web site evaluation, Documenting APIs and SDKs

SUMMARY OF QUALIFICATIONS

LANGUAGES

- English, French, German

SOFTWARE TOOLS

- AuthorIT, RoboHelp, Dreamweaver MX 2004, Captivate, InfoPath, Microsoft Office 2003 (Word, PowerPoint, Excel, Access), Snagit, Corel PaintShopPro 10, Simulation Producer 2.6 (IBM), WebEx Communication
- SAS, XML, HTML, Javascript, PHP (basics), C++ (basics)

PROFESSIONAL CERTIFICATES

- Getting started in Developer Documentation, an introductory course in documenting Java APIs (online class) with James F. Bisso and Victoria Maki, Bitzone (2007).
- E-learning Design (online class) with William Horton (2005).
- Writing Web Content (Master class), with Dr Jonathan Price, JER Group (2004).
- Technical Communication (online workshop), with Dr Jonathan Price, JER Group, (2004).

PROFESSIONAL EXPERIENCE

TECHNICAL COMMUNICATION

2004- Independent contractor Bordeaux, FR

- Actually I am writing the **Guide to Best Practices in Private Equity** for eFront.
- Wrote the **Reference Guide**, and the **Programmer's Guide** for **FrontScript**, a programming language developed by the European ASP provider [eFront](http://efront.com), as well as the **User Guide** for **FrontReport**.

FrontReport and **FrontScript** are part of a software package dedicated to generating reports from external and internal databases, specifically designed for financial businesses. Authoring tool: **AuthorIT** (2007). Authoring language: English. Won an **award** with The **FrontReport Knowledge Base** in the international competition hold by the STC Puget Sound Chapter - 2007. The FrontReport Knowledge Base regroups the Programmer's Guide, the Reference Guide and the User Guide.

- Wrote the User Guide and Administrator Guide for **FrontRisk**, a software tool developed by **eFront**. **FrontRisk** is dedicated to operational risk management, audit, internal control, compliance and business continuity planning. Authoring tool: **AuthorIT**. (2006). Presented the technical documentation at the 1st edition of FrontRisk user meetings in Paris (november 2006). Authoring language: French.
- Participated in the development of a new e-service for the European ASP provider **eFront** (graphical interface evaluation and content production, design and monitoring of end user tests, design and development of the on-line help using **Robohelp**, creating online forms using **InfoPath**, design and implementation of e-learning modules using **Captivate**, translation from French into English and German) (2005 - 2006).
- Developed an e-learning website for school management software (French School Administration) using **Simulation Producer**, **Dreamweaver**, and **Powerpoint** (2005). Authoring language: French
- Designed, wrote, tested, and produced online Help for project management software (Airbus) using **RoboHelp** (2005). Authoring language: English.
- Wrote the basics and the advanced user manuals for data warehouse on aircraft in service (Airbus) using Word (2005). Authoring language: English.
- Researched and created information architecture; designed a website for a mind management method (Empreinte) using **Dreamweaver** (2004). Authoring language: French.

E-LEARNING

2005- Independent contractor Toulouse, Fr

- Trained co-writers at **eFront** (AuthorIT).
- Designed and monitored the online class **Making Effective Screenshots: Saving Time, Increasing Impact** for the JER Group.
- Coached online learners that registered into the online class: **Introduction to Technical Writing for Industry**. Responsible: Dr Jonathan Price, JER Group.

TECHNICAL COMMUNICATION & TRANSLATION

1993-1996 Independent contractor Toulouse, Fr

- Wrote the user manual for knowledge-based planning system for mobile telephone antennas (Forsk) using Word.

monika.duvinage@consultant.com.fr
+33 (0)556 860 508
+33 (0)699 444 699 (cell)
<http://colorfuldocumentdesign.com/>

Monika Duvinage

22, rue Chabrely
F- 33100 Bordeaux

- Translated technical documents: German, English, French.
- SOFTWARE DESIGN** 1991-1992 Contract programming Canberra, Aus
- Designed and implemented a knowledge-based decision support system for planning water resource pollution abatement schemes (XP Software) using HyperCard, Macintosh.
 - Designed and implemented a high-level graphics-based installation module (XP Software) using C++.
 - Prepared the feasibility study for the modification of the current Embassy information system (French Embassy).
- COMPUTATIONAL LINGUISTICS** 1989-1990 Contract research Paris, Fr
- Contributed linguistic research to the feasibility study and high-level definition of an electronic dictionary (IBM, centre de recherche).

UNIVERSITY EDUCATION

- COMPUTER SCIENCE** 1990-1991 Engineering School (ENSEEIH) Toulouse, Fr
- Scientific Degree in Computer Science and Systems Analysis (Master's degree +1).
- LINGUISTICS** 1985-1989 University for Human Science Toulouse, Fr
- Master's Degree in Linguistics.
- TRANSLATION** • University degree as a translator for German, French, and English.

PROFESSIONAL AFFILIATIONS

- Society for Technical Communication

AWARDS

- Merit Award –Online-, STC Puget Sound Chapter 2007 Competition

CONFERENCE CONTRIBUTIONS

- 20th of September 2007: Online Help Conference – Europe 2007, Vilnius Lithuania, organized by Matthew Ellison Consulting in association with WritersUA
- 10th of May 2006: STC's 53rd Annual Conference in Las Vegas, Subject: Making Effective Screenshots: Saving Time, Increasing Impact.