

**MARJORIE ROBERTS**  
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## **EXPERIENCE**

- Degrees in professional writing, computer-integrated manufacturing, and education (English)
- 20+ years technical writing, with some marketing communication
- 2 years educational script writing
- 2 years presales consulting
- 4 years customer training
- Online Help and printed documentation
- Software simulation tutorials
- Technical and installation manuals for software and hardware
- Marketing brochures and flyers
- Product Web site, including a product demo
- Training Web site
- Software QA as a natural part of the writing duties

## **SKILLS**

- Gather information needed for the project from engineers or customers
- Tailor the writing to the audience and the purpose
- Break a complex process into easy-to-follow steps without condescension
- Prepare a variety of writing, including manuals, hardware installation, marketing brochures, training materials, slide shows, and newsletters
- Prepare illustrations as needed using vector graphics, bitmaps, and CAD
- Edit with nit-picking thoroughness to improve organization, syntax, and usage
- Manage writing project from needs assessment through graphic design and production

## **HISTORY**

CONSONA CORPORATION (ENCOMPIX DIVISION)

**Technical Writer.** Continued documentation and QA work as described below. In addition, wrote scripts for e-learning courses. Wrote and managed the knowledgebase for Encompix, which now contains almost 600 articles. March 2006–2009

ENCOMPIX, INC.

**Technical Writer.** Wrote a comprehensive online help system and prepare printed instructions for ERP (Enterprise Resource Planning) software. Designed, and wrote software simulations for computer-based training. Created Web pages to explain and act as a menu for the tutorials. Performed software testing and other QA-related duties as part of the documentation process. 2000–March 2006 (acquired by Consona Corporation)

INNOVATIVE MICRO TECHNOLOGIES.

**Technical Writer and Trainer.** Wrote technical and user documentation for a Y2K-compliant database and conducted classes in Microsoft Word and Lotus Notes. 1999–2000

CINCOM SYSTEMS, INC.

**Industry consultant.** Prepared and presented custom sales demos to show how the sales process can be simplified through product configuration and technology-enabled selling/buying. Planned, wrote, and maintained a Web site for Cincom's sales configuration software. Wrote marketing brochures. Developed an Access database for tradeshow planning. 1997–1999

MYCOM ENTERPRISES

**Communications manager.** Wrote intracompany communications for large corporations, including manuals, brochures, posters, and a display case. Responsible for managing the entire project, from writing the material to escorting it through the art, production, and distribution departments. My first two flyers went directly into the company portfolio. 1996

## Marjorie Roberts

### HUNKAR LABORATORIES

**Technical writer.** Had sole responsibility for user's and installation manuals for process monitors/controls and data-analysis software for the plastics molding industry. Edited brochures and training materials. Wrote Windows Help system, test procedures, and promotional materials. Performed product testing. Presented customer training seminars. 1990–1996

### BUTLER SERVICE GROUP

**Specialist, Configuration Management Systems.** Subcontracted at General Electric in Configuration Systems Management department. Wrote operating procedures that served as user's manuals for the ENACT computer system. Maintained and distributed tooling drawings to airlines. 1988–1990

### TIPNIS SOFTWARE SYSTEMS

**Support and training.** Provided all customer training and support, wrote training materials and user's manuals, and prepared promotional materials. Company's product was software for computer-aided process planning for the metal-cutting industry. 1985–1988

## EDUCATION

### UNIVERSITY OF CINCINNATI

Master's Degree in Professional Writing. Classes included editing, promotional writing, document design and graphics, and professional writing theory. 1998

### CINCINNATI TECHNICAL COLLEGE

Associate of Applied Science in Computer-Integrated Manufacturing. Classes included manufacturing practices, material selection, statistical process control, and CNC programming. 1985

### UNIVERSITY OF CINCINNATI

Bachelor's Degree in Education (English). 1979

## TRAINING

### MAX TECHNICAL TRAINING, INC.

MS688N—Internetworking MS TCP/IP on MS Windows NT, September 1999.  
MS922N—Supporting MS Windows NT 4.0 Core Technologies, September 1999.  
MS803—Administering Windows NT 4.0, August 1999.  
MS1009—Mastering Web Site Fundamentals, August 1999.  
MS1303—Visual Basic 6.0 Fundamentals. July 1999.

### NEW HORIZONS COMPUTER LEARNING CENTER

Beginning HTML. March 1999.  
XML – An Introduction to Extensible Markup. August 2005.

## ORGANIZATIONS

### SOCIETY FOR TECHNICAL COMMUNICATION

Senior member. Editor of the chapter newsletter, *Between the Lines*, in 1996 and 1997. Member since 1990.

## AWARDS

### SOCIETY FOR TECHNICAL COMMUNICATION

Award of Merit, 2002 and 2004.

### APEX AWARD

Award of Excellence, 2005 and 2007.