



Lori Curran

Technical Writer

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Technical Expertise

MicroSoft

Word	Excel
Outlook	Windows

Adobe

AEM Forms	InDesign
LiveCycle	DreamWeaver
Captivate	Audition
PremirePro	Acrobat Pro DC
Audition	

SQL

SQL Mgt. Studio	MS SQL Server
SQL Advantage	SYBASE

Language

HTML	CSS
XML	JavaScript
FormCalc	VBS

Other

Visio	SalesForce
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Education

Certifications

Automation Technology 1
Automation Technology 2

Diplomas

AS – Information Systems
BS - Anthropology & Sociology

Notable Certificates

LiveCycle: Designing Interactive Forms
HP ALM - Advanced Lifecycle Mgmt
National Incident Mgmt Systems
Incident Command System
Policy Development & Publication
Incident Command for Social Services
Writing in Plain Language
Creating Accessible Documents
NIMS ICS for Single Resources
NIMS Technical Writing
Captivate CS 5
Document Retention & Destruction

Professional Profile

I am a highly skilled Information Resource professional with a rich and varied work history which combined with my education and skills give me unique and valuable insight.

I am accomplished in researching and learning highly complex and technical information then breaking it down into simple components for public consumption. By using Graphic Design elements, the documents I produce are not only informative, but also visually pleasing.

I'm looking to work for an organization that will value my expertise and opinions where I have the opportunity to improve the quality of the User Experience.

Achievements

- User Guides for custom applications used by state employees and the public;
- Bond Application for 2.2 million dollars; approved and paid by TCEQ;
- Direct mail program that realized over 100 thousand dollars in profits for my client;
- RFQ that bid out for over 25 million dollars;
- Change order plan which recovered approximately 11 million dollars;
- Team Lead for critical federally mandated project completed early and under budget;
- Online helpdesk materials reaching millions of users worldwide.

Notable Skills

- Adept at producing documents that meet or exceed ADA Accessibility requirements;
- 7+ years of professional Troubleshooting and Diagnosing complex system issues;
- Knowledge of abilities and limitations of systems coupled with a deep understanding of the User Experience enables me to make significant improvements in application development;
- 5+ years of managing large unique database systems. Including troubleshooting, reviewing, analyzing, repairing anomalies, conducting internal processes, and initiating emergency procedures;
- Highly developed analytical, deductive and inductive reasoning skills;
- Experienced in system design, testing, SDLC and SLA's;
- Accomplished Orator and Published Writer able to deliver clear concepts and instruction in verbal and written formats;
- Experience in managing projects from initiation to launch and staff development;
- Significant experience maintaining business and client relationships;
- Strong, highly developed, quality customer service skills.

Recent Professional Experience

CCCS Information Designer	Lowe's - Contract	08/2020 – present
<p>Primary work duties include moving the vast collection of customer service articles, references, and guidelines from Oracle InfoManager to Salesforce Lightning Knowledge.</p> <ul style="list-style-type: none">• This work includes intense HTML re-coding of links and other information within these records.• Instrumental in training contract team in intricacies of the transfer and re-coding work.• Re-creation of images and supporting documents for articles.		
Technical Writer	Wells Fargo - Contract	09/2019 – 06/2020
<ul style="list-style-type: none">• Subject Matter Expert of Adobe Experience Manager (AEM) Form Designer;• Designed, Developed, and Built complex forms and other documents using AEM Form Designer;• Resolved crucial Accessibility Issues facing Form Management team which improved performance and quality of product;• Promoted to Team Lead for critical Regulation Best Interest project supervising 5 form designers.		
Senior Technical Writer	Texas Department of Agriculture - FTE	12/2015 – 08/2018
<ul style="list-style-type: none">• Worked with Stakeholders and Developers to identify issues, redesign user interfaces, and improve overall flow and usability of applications.• Created, reviewed, edited and maintained technical documents;• Provided technology training to agency staff;• Reviewed & edited project documentation, requirements specifications, prototypes, and design documents.• Process, plan and design instructional materials;• Prepared, refined and present material for speeches and public presentations;• Access and use Data Warehouse to gather information and statistics for speeches and presentations.		
Technical Writer	Texas Dept of Aging and Disability - FTE	06/2015 – 12/2015
<ul style="list-style-type: none">• Designed and revised highly complex, dynamic forms for online distribution meeting state and federal accessibility laws;• Built and maintained complex online handbooks in CSS format using HTML4 or HTML5 coding using Adobe Dreamweaver;• Coordinated and tracked complex assignments between editors, translators and clients;• Participated in technology and automation-related workgroups.		
System Analyst	Texas Dept of State Health Services - FTE	04/2013 – 06/2015
<ul style="list-style-type: none">• Led the Application Development Unit's Family & Community Health HelpDesk team;• Designed the Trouble Ticket and Work Request system;• Managed, maintained, and moderated the Work Request and Trouble Ticketing system which provided support for over 12,000 users on 7 applications which contain millions of records;• Oversaw the quality, uniformity and accuracy of data, completion and closing of tickets;• Developed processes, procedures and policies for maintenance and development operations;• Delivered Tier 1 and 2 customer support for 7 core applications including TWICES which documents and bills Medicaid for hundreds of clinics throughout Texas and ASKIT which is vital to the Kidney Health Care Services Program;• Performed database updates, created queries, created reports, and ran process using SQL on a daily basis;• Regularly accessed the Data Warehouse for quality checks, gather and correlate information for reports.		