

Resume: Inge Lederer

Specialising in information design and management

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Introduction

I am a content specialist, with a writing and editing background.

I specialise in technical writing, editing and information architecture, and have project management and team leadership experience.

I was a technical writer for six years, before moving into editing and publishing management roles. From here, I moved into IT, first as a web content specialist, next as a producer and finally as a web application development manager.

I am now consulting in writing, editing, project management, template development and usability roles.

My aim is to make the next person's job easier, I am passionate about great outcomes for clients and the team and I am reliable and easy to work with.

I have a Graduate Diploma in Editing & Publishing (RMIT).

I live approximately 60 km from Melbourne and prefer a role that can be done on and off site as agreed.

Summary of skills, education & professional associations

Skills

- I have the ability to conceptualise complex information and to communicate the information to non-technical team members, both in writing and verbally.
- I can work at the high level, e.g. designing the information architecture and metadata schema for new web developments, and at the detail level, e.g. mapping content flows for applications, designing web user interfaces and undertaking detailed writing and editing assignments.
- I work closely with customers to ensure I know what's important to them, and I work toward establishing a trusting working relationship early in the piece.
- I am able to plan and manage projects from needs analysis and estimation through to delivering the end result.
- I have a keen interest in usability, and apply usability techniques where appropriate.
- I think laterally, particularly to solve problems and to generate ideas.
- I am a good strategist, and find it easy to decide between options and to make decisions.
- I have people-management, project-management and team-building skills.
- I adapt quickly to workplaces and tools, and apply existing learnings to new environments.
- I have a passion for language, grammar and usability.

Education

- Grad. Dip. in Editing & Publishing, RMIT, 2000–2001.
- Graphic design, RMIT, 1983

Professional associations

Memberships

- Australian Society for Technical Communication (Victoria) Inc.
- Computer Human Interaction Special Interest Group, Victoria.
- Affiliate member of the Human Factors & Ergonomics Society of Australia, Inc.

What's important to me at work

- To be able to pursue change that supports the company's current strategies, supports end users and aligns the company with industry standards.
- To be given the responsibility and latitude to solve difficult problems.
- To work in or establish a harmonious team that delivers great outcomes.
- To work for a company with strong ethics, a long-term vision and good environmental practices.
- To communicate openly and work in a trusting environment.
- Flexibility, including the ability to work from home as agreed.

Employment history

Contractor, July 2008–present

Since July 2008, I have been working as a direct contractor for the following organisations:

- **Parisfirst Partners:** Web writing, template development, information architecture projects, and project management, particularly for documentation. Most recently I worked on:
 - an HR performance management process and system for the Department of Sustainability and Environment
 - the Intellectual Property of Australia website rewrite (due to launch later in 2010)
- **Hansen Yuncken:** Writing the Victorian business plan
- **Conexa:** Writing marketing collateral for e-Procurement and e-Commerce software (Software-as-a-Service)
- **Leadership Management Australasia:**
 - Reviewing course material and assessing it for output to CD
 - Creating an inhouse style guide
 - Developing content planning/specifications templates
 - Creating content for a new diploma course
 - Editing a leadership survey book
- **Mercy Health:** Developing Word templates and providing instructional text on how to use them.
- **Talent2:**
 - Editing SAP eLearning and training material for BHP Billiton, reviewing recommendation reports
 - Documenting global HR payroll processes for BHP Billiton with payroll specialists from around the world
 - Editing HR documents relating to the 1SAP implementation
- **WorleyParsons:** Documenting global procedures for Oracle human resources, finance and project management, and for HRSmart recruitment
- **Leadership Victoria:** Developing council templates, reviewing current programs, developing a new strategic plan, developing a new leadership program, developing processes, creating application forms and conducting a knowledge audit
- **Swinburne:** Teaching 'Developing Technical Documents', an online unit in Swinburne's *Diploma in Technical Communication*
- **CareSuper:** Running the standard letter project, which includes project management, information architecture, developing letter and document templates and writing a suite of standard letters
- **Senversa:** Developing report and proposal templates

Some of the above projects are ongoing, some are due to finish soon and some are complete.

Web Development Application Manager, Coles IT, 2007–June 2008

I was responsible for web content and usability in Coles IT's web team. I managed a team of eight developers and content specialists working on intranet (Websphere portal), internet and web application builds. Tasks included:

- estimating
- monitoring assignments and advising direction
- reviewing wireframes for quality and fit with standard approaches
- liaising with customers about risk and change management
- mentoring graduates
- contributing to process and standards development for builds and deployments
- coordinating and participating in usability activities, particularly on larger pieces
- introducing information architecture processes and usability reviews to the internet team.

Producer, Coles Group, 2005–2007

Oversaw a number of Websphere portal community build assignments. Tasks included:

- estimating
- interviewing for resourcing
- scheduling work and monitoring it
- reporting financials
- reviewing and writing assignment documentation
- advising on information design and usability activities
- helping to manage change requests
- ensuring the support handover occurred correctly before closing assignments.

Senior Content & Information Analyst, Coles Myer Ltd, 2004–2005

Created portal pages on the company intranet (Websphere portal, with ILWWCM). Tasks included:

- gathering user and business requirements
- analysing user needs, site traffic and existing content
- designing the information architecture and metadata schema
- wireframing the site design and briefing portal developers on the build
- populating the initial content in the development environment
- testing the build in the test environment, and verifying it in the production environment
- training customers in authoring then handing over to them to complete the content upload (decentralised authoring model)
- managing the assignment from inception through to deployment to production, following a project management framework, which included writing requirements documentation.

Publishing Manager, Coles Myer Ltd 1998–2004

Led the Publishing arm of the Policy & Procedures Department. Tasks included:

- leading a team of editors, documentation administrators and systems administrators
- undertaking performance planning and individual development planning on a regular basis
- designing and implementing a document management system, its library and processes, and establishing positions to administer the system
- developing an intranet publishing model that used Coles Myer's infrastructure, and one that dynamically linked to the document management system and intranet
- developing the team to a point where they delivered a consistent and high-quality result, and where each role was supported and successors existed
- working with IT to ensure non-standard software worked within the structured IT environment

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- extending the department's services to include writing training, and web and hardcopy documentation usability reviews
- changing from a paper-based printing workflow to a .pdf workflow.

Editor, Coles Myer Ltd, 1997–1998

Edited documentation for Coles Myer Ltd's Policy & Procedures Department. Tasks included:

- structurally editing and proofreading online and paper based documents
- designing templates and cover artwork
- coordinating printing activities
- determining, writing and maintaining departmental style guides
- revising workflow processes with a focus on process improvement
- coaching writers.

Technical Writer, Kmart Australia Ltd, 1993–1997

Produced user guides, reference material, project documentation, and usability and user-profiling documents. Tasks included:

- planning writing projects
- conducting user profiling and assessment activities
- liaising with project leaders and end users
- writing and reviewing user documentation
- testing draft documentation for usability
- preparing documentation for printing.

Work history before 1993 is available on request

Volunteer work

Brotherhood of St Laurence, July 2008

Helped to validate their proposed intranet and internet site structures with users, and contributed to the recommendations for the organisation's suggested direction.

Leadership Victoria, September 2008

Contributed to the development of the new mission and strategic plan.

Software experience

- Microsoft Office 2007, including Project and Visio
- FrameMaker 7.0
- Adobe Acrobat Professional 9.1
- SnagIt
- Lotus Workplace Web Content Management System for IBM portal (java version)
- Various web applications, e.g. Google applications, Mr Site web, Wordpress and Windows Live
- Blackboard Academic Suite (learning management system)
- Help Development Kit
- Mindjet MindManager Pro 7.0
- RWD uPerform (editing only)
- FileNet Panagon document management system
- Mercury Quality CenterReferees

Referees are available on request.