

## EDUCATION & PROFESSIONAL DEVELOPMENT

- **Technical Writing Certificate**  
Simon Fraser  
University 1997
- **Society for Technical Communication**  
Member since 1997
- **Desktop Publishing Certificate**  
Corporate  
Communications  
Technology, 1992
- **Bachelor of Arts**  
(English Honors)  
University of British  
Columbia, 1992
- **Various courses** on  
management styles,  
leading teams, CSS,  
conflict resolution,  
public speaking, web  
design, and more

## WORK SKILLS

- both a creative and an analytical thinker
- writing skills are supported by production experience: web, CD-ROM, XML, PDF, on-line help
- proven ability to work with people at all levels of an organization
- comfortable in both technical and business situations
- an experienced contractor used to producing great results for my clients
- see my online portfolio and referrals at [www.tmartinsen.ca](http://www.tmartinsen.ca)



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## Technical and Business Documentation Writer (Contracts Preferred)

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### Tantalus Systems Corp.

**April 2005– present**

An initial three month contract to scope documentation requirements has grown into ongoing PT employment as Documentation and Process Management Lead. I designed and built an Order Entry workflow in Atlassian's *JIRA* (an open source tool). I worked with a VP and a Director to standardize product development, and built a document control process that supports Tantalus' growth while maintaining a flexible and open work atmosphere. I am currently designing a suite of templates and training staff on how to use them effectively.

### PMC-Sierra, Inc.

**Employee 2000 – April 2005**

In the TechCom department I worked with engineers to produce highly accurate documentation for cutting-edge semiconductor solutions. In collaboration with a programmer, I helped design and test an XML application that generates register data, then contributed to an HTML interface to make that data more accessible.

I helped restructure the internal and customer documentation suites for improved usability. As part of this two-year task, I created 30 Microsoft Word templates and coded a PMC toolbar to help the authoring community save time and avoid crashes. I also produced the company's first style guide, and presented seminars and training to hundreds of engineers on how to write for the intranet and how to use templates.

As a Leader, I had four senior writers reporting to me (two local and two remote).

### Family Insurance Solutions

**March - June 2000**

Working with the Claims department, I interviewed staff, wrote new material and organized existing files to create a 300-page Standard Operating Procedures manual.

### Budget Rent a Car of B.C. Ltd.

**Oct 1999 - Feb 2000**

I created the User Guide for Budget's new rental vehicle software and wrote SOPs describing the new accounting and administration procedures. I wrote and administered an exam to test employee retention of this training. Ninety-eight percent achieved 80% or greater on the exam.

### M/A-Com Wireless Systems

**July - Oct 1999**

In the three months that I worked with M/A-COM, I standardized, recombined and edited a document suite totaling more than 1500 pages. I also built a FrameMaker template using advanced features such as master pages, cross references, and variables.

### ADS Corporation

**Aug 1997 - May 1999**

ADS Corporation developed *ebill*, an Internet-based point-of-sale periodic billing system for insurance policies, designed for international release.

- I wrote, edited and maintained a management level overview of Credit, Marketing, Operations and Accounting that became a key part of the business case presented to investors and partners. I also wrote SOPs for Credit, Operations, and Accounting.
- I planned, wrote, edited and maintained hard copy and on-line versions of the ORCA User Guide (the operations control software used by the Help Desk).
- I created the Internal Acceptance Criteria for all ADS documentation and worked with members of the QA team to test and edit it as necessary.
- I was a major contributor to the user documentation set: product User Guides, Instructor Led Training Participant/Leader Guides and a CBT Certification CD.

## APPLICATION EXPERIENCE

### Microsoft

- Microsoft Windows NT, 2000, XP
- Microsoft Office 2000, XP
- Microsoft Front Page 2000
- Microsoft Scheduler
- Microsoft Visio 6.0

### Adobe

- Illustrator CS
- InDesign CS
- Photoshop CS
- FrameMaker 6.0
- Acrobat 6.0
- PageMaker 5.0

### Corel

- CorelDraw 8.0
- PhotoPaint 8.0
- CorelVentura 7.0
- WordPerfect 8.0

### Atlassian (Open Source)

- Atlassian JIRA 3.5 (project workflows)
- Atlassian Confluence 2.1 (enterprise wiki)

### Other

- SnagIt 7.0
- Doc-to-Help 4.0
- Lotus ScreenCam

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## Tracey Martinsen, p.2

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### Other Clients

June 1996 to present

- I completed a one-month contract to document a software system for a sawmill in Sweden. The resulting 107-page *WoodMart Sales User Guide* was written with translation in mind, and will also be presented in Swedish.
- I edited *The Linguist*, a memoir and inspirational book about language learning written by retired Canadian diplomat Steve Kaufmann. I also edited and designed a set of workbooks to accompany his language learning website.
- Working with local author Steve Whan, I edited a four-novel children's mystery series featuring a young girl from China who lives in Vancouver with her adopted parents and her sheepdog, Watson. The four books combined have sold over 3500 copies!
- I designed, built (in Notepad) and now maintain several sports-related websites, including [pcdhfc.com](http://pcdhfc.com) for the **Port Coquitlam & District Hunting & Fishing Club**, and [mdgardner.com](http://mdgardner.com). Client **Murray Gardner** is club President and a Master-level competitive target shooter who guided the development of the Canadian Firearms Safety Courses.
- Local author Laura Enridge wrote *Tro-tros and Potholes* about her adventures travelling solo in West Africa. I edited her text and designed the page layouts.
- I created short ScreenCam tutorials to answer common Windows user questions for **Russell & DuMoulin's** Vancouver intranet (currently **Fasken Martineau LLP**).
- Working for **Duncan Kent & Associates**, I researched and wrote a 200-page Policy and Procedure Manual for the **Community Skills Centre Consortium**. This document was circulated as a series of Word templates to all CSC locations, and covered topics ranging from Hours of Work to Internet Usage and Harassment policy. Locations then built personalized manuals from these templates.
- I edited a Business Proposal and designed a series of Word templates for the daily use of the **Surrey Self Employment Entrepreneur Development Society (SEEDS)**.
- Working with **HRD Group**, I created a decision-making reference guide for **North Shore Health** and designed course materials for a course given at **Syracuse University, NY**.
- I have volunteered writing and desktop publishing for the **Canadian Diabetes Association** and the **Canadian National Ultimate Team**. I also compiled a policy manual for the **Lower Mainland Skiing for the Disabled Society**.

### Scott Consulting Inc.

Employee 1992-1997

**Scott Consulting** was a West Vancouver management consulting firm. I began my technical writing career in desktop publishing and instructional design.

- Our major achievement was a series of more than 150 Learning Activities for **TD Bank** based on a Best Practices model designed by our CEO. I was one of a team that developed the initial concepts and then designed, wrote and produced 20-minute activities on topics such as *Access Information Quickly*, *Listen Attentively* and *Ask for the Business*.
- With one other consultant, I wrote and desktop published two additional series of Learning Activities for **Delta Credit Union** and **Sprint Canada**. These Learning Activities were designed to be led by peers within each team and had a secondary function as leadership training tools.

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Portfolio and references available.

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