

MINDY HOFFBAUER

mindy@writeangle.biz

Technical Writing ♦ Editing ♦ Research ♦ Online Help ♦ Training ♦ Testing

TECHNICAL CAPABILITIES:

- ◆ Accomplished computer user; experienced with Windows and UNIX environments; skilled in numerous computer applications, including multiple versions of MS applications (Word, Excel, PowerPoint, Access, Outlook, Visio, Visual SourceSafe, Project, Visual Studio, SharePoint, Publisher, FrontPage, Image Composer & Equation Editor), MadCap Flare, Adobe RoboHelp, Paint Shop Pro, SnagIt, Adobe Acrobat, Adobe PageMaker, HTML, and WordPerfect; certified user of DocuTools software
- ◆ Expert researcher, proficient with online and print-based resources

ACCOMPLISHMENTS:

- ◆ Own and operate Write Angle Consulting, Inc. (www.writeangle.biz), a small firm specializing in technical and professional writing, editing, research, online help authoring, training, testing and website development
- ◆ Document mortgage software procedures, processes and policies, and rewrite mortgage product guides
- ◆ Possess extensive experience writing certification and accreditation (C&A) documents for the AF; well-versed in the DoD Information Technology Security Certification and Accreditation Process (DITSCAP)
- ◆ Provide technical documentation, online help systems, training and testing for multiple projects for Northrop Grumman Information Technology using CMMI[®] Level 5 processes
- ◆ Developed extensive online help system, users guide and other supporting documentation, and assisted in developing training materials and beta-testing for data collection software
- ◆ Conducted numerous peer reviews of documentation for multiple projects
- ◆ Published review of *Essential XUL Programming for Computing Reviews* (Feb. 2003)
- ◆ Completed beta-testing and comprehensive users guide for statistical software
- ◆ Developed numerous web sites, including several that have been used by universities worldwide; one site linked to the Discovery Channel's educational resources page; one site awarded *Dayton Daily News* "Best of the Web"
- ◆ Wrote Windows-based and HTML-based online help systems for research software
- ◆ Created online tutorial (CBT) for research software using PowerPoint and RoboHELP
- ◆ Served in the Command Post with a top secret clearance for the U.S. Air Force Reserves
- ◆ Presented workshops on online documentation (May 1999), independent consulting (May 2000), and writing training objectives (May 2001) at the annual International STC Conference
- ◆ Presented résumé writing workshop at Miami University's Words Symposium, April 2001
- ◆ Guest lecturer of Feature Writing course at University of Dayton, January 2006

EDUCATION:

March 1999	Wright State University, Dayton, OH M.A. in English, Summa Cum Laude 4.0 / 4.0 GPA
June 1997	Wright State University, Dayton, OH B.A. in English, Magna Cum Laude 3.9 / 4.0 GPA
August 1995	Sinclair Community College, Dayton, OH A. A. in English

AFFILIATIONS:

- ◆ Member of the Society for Technical Communications (STC), 1997-present
 - ◆ Received Distinguished Chapter Service Award, February 2003
 - ◆ Positions held with the Southwestern Ohio (SWO) chapter of STC include Treasurer (currently), VP, President, Membership Director, Historian, and Chapter Achievement Award Coordinator
- ◆ Numerous parent advisory board positions held for Alexandria Montessori School, 2002-present
- ◆ Board member for eight different charter schools located in Central and Southwestern Ohio, 2006-present

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PROFESSIONAL EXPERIENCE:

- Jan '06 to present **Corporate Communications Editor**
NewPage Corporation (formerly Mead Paper), Dayton, OH
Employed on a contract basis to edit corporate communications; develop all corporate templates (correspondence, presentations, fax covers); create inventory-tracking spreadsheets
- Jan '06 to Apr '08 **Senior Technical Writer**
National City Mortgage Company, Dayton, OH
Employed on a contract basis to document new software system
- Dec '04 to present **Technical Report Editor**
Stress Engineering Services, Mason, OH
Employed on a contract basis to edit technical engineering reports
- Aug '99 to present **Technical Documentation, Training & Testing:** July '00 – present
Senior Technical Writer, Information Assurance: Apr. '05 – Dec. '05
Independent Contractor: Aug. '99 – June '00
Northrop Grumman IT (formerly Litton/TASC), Dayton, OH
Write and edit System Security Authorization Agreements (SSAAs) for multiple AF computer systems; create extensive online help systems; produce user manuals and other supporting documentation, train new users worldwide to use data collection software; assist in developing application, including beta testing, bug reporting, standardization and peer reviews; conduct peer reviews for CMMI Level 5 project; hold current security clearance
- Jan '99 to Mar '99 **Web Site Developer**
Ohio Department of Education, Columbus, OH
Employed on a contract basis to develop the Ohio Department of Education's Community Schools web site
- Jul '98 to Aug '99 **Independent Consultant**
Business Communications Consultants, Dayton, OH
Assisted in developing and implementing Independent Writing Program, teaching effective writing strategies and performing personal editing to executives from large companies including Hobart, BFGoodrich, and Iams; edited training publications using desktop publishing software
- Jul '98 to Oct '98 **Assistant Technical Writer**
PQ Systems, Dayton, OH
Employed on a contract basis to write and edit user manual for the statistical software program *MEASUREspy for Windows*; assisted programmers with software development, testing and bug reporting
- Jul '98 **Professional Development Instructor**
Deloitte & Touche LLP, Dayton, OH
Designed coursework and conducted workshops geared for business professionals in Microsoft Word and Writing & Editing Skills
- Sep '97 to Jun '98 **Instructor, English 101 (Processes of Writing), English 102 (Effective Written Discourse)**
Wright State University, Dayton, OH
Selected and assigned appropriate coursework; developed handouts and other teaching aids; taught online researching methods; developed HTML-based exercises; determined suitable evaluation methods; critiqued students' writing

CERTIFICATIONS: Technical Writing; Professional Writing
March 1999, Wright State University, Dayton, OH

REFERENCES AND Available upon request

WRITING SAMPLES: