

Nanette Luoma Andrusiak

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Experience Summary

Ten years of experience in desktop publishing, covering all aspects of newsletter and book production from document design, editing, and illustration through final production.

Eight years of experience in technical writing and editing.

Three years experience in developing computer based training, training employees and clients.

One year experience teaching college level courses at Washtenaw Community College.

Instructional Design

- Developed and taught courses at Washtenaw Community College.
- Designed content for a computer based training system and just-in-time information kiosk, **SSGI** and **Visteon**.
- Trained clients and co-workers in software usage.

Web Development

- Development WebMaster for startup ecommerce site, **i-gift.com**.
 - Managed page templates using Zope
 - Edited and created graphics for stores
- Developed web-based knowledge base for **ArborComm, Inc.**
 - Created and maintained original Word documents
 - Converted files to web-based help systems with HTML Transit and RoboHelp
- Created and programmed an internet-based project tracking system for **ArborComm, Inc.**
- Created and help maintain web site for **Starfish Family Services**.

Online Documentation

- Designed and produced a Windows Help file for **Ford Motor Company**.
- Designed and maintained the web site for the Vehicle Electronic Systems department at **Ford Motor Company**.
- Edited and debugged **Creative Solutions'** online help system.
- Designed and maintained documents for Unified Service Management at **Detroit Edison**, including:
 - Training guide
 - User's guide
 - Online help system
- Produced and debugged **Comshare** database administrator's help system.
- Produced print and Adobe Acrobat versions of several satellite image production guides for **ERIM, International**:
 - Orthoimage Production Procedures
 - Production Database System
 - Production Support System
 - ERIPS User's Guide
- Produced print and Adobe Acrobat versions of marketing materials for Isiah.com's **i-gift** project, including:
 - Web site concepts and prototypes
 - Nike.com proposal response

Software User's Guides and Articles

- Wrote a comprehensive CBT Toolkit guide to roll out computer-based training for: **KMart Corporation** and **modis**
- Wrote a user's guide for: **Minsky's Tailor Shop**
- Wrote numerous articles for the **ClarisWorks Users Group**, including:
 - *How to Get Started with Graphics—Managing Menus*
 - *How to Combine Multiple Cell Labels*
 - *How to Create Tests in ClarisWorks*
 - *How to Design a Tri-Fold Brochure*
 - *How to Add Graphics to Your Database Documents*

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Marketing Materials

- Organized and produced online and print catalogs for the **ClarisWorks Users Group**.
- Produced press releases, ads, and flyers for the **National AppleWorks Users Group** and the **ClarisWorks Users Group**.
- Designed and formatted proposals for startup e-commerce company, **isiah.com**.

Books

- Designed layout for four books.
- Collected and edited material for three books:
 - *The Complete Guide to AppleWorks*
 - *The Hard Disk Primer*
 - *The Database Primer*
- Collected and rewrote material for:
 - *The Complete Guide to ClarisWorks, Volume I*

Education

M.A. English, 2000

B.A. Economics, 1989

Professional Affiliations & Certifications

Eastern Michigan University, Ypsilanti, Michigan

University of Michigan, Ann Arbor, Michigan

Member: The Society for Technical Communication

Member: The HTML Writer's Guild

Employment History

September 1998—Present

Information Developer and Publishing Consultant

ArborComm, Inc.

- Developed online and print documentation.
- Developed a Microsoft Access database to manage projects and billing.
- modis and KMart
- Minsky the Tailor
- Detroit Edison
- ERIM, International

June 1989 – September 1998

Freelance Technical Writer

Luoma Design

- Wrote articles and manuals.
- Developed ad copy and press releases.
- National AppleWorks Users Group
- ClarisWorks Users Group
- Arbor Technicomm
- Ford Motor Company

June 1989 – September 1998

Freelance Editor/Graphic Designer

Luoma Design

- Page layout for newsletters, books, and brochures.
- Edited and indexed four books, numerous brochures, and two monthly newsletters.
- National AppleWorks Users Group
- ClarisWorks Users Group
- University of Michigan CAEN
- Transceptor Technologies Inc.

Skills

- Experience in CBT and EPSS development.
- Webmaster capable of taking a site from concept to implementation using popular packages including Adobe GoLive, Macromedia DreamWeaver, Macromedia FireWorks, Macromedia Flash, and Arachnophilia.
- Web programming skills in HTML, DHTML, JavaScript and CGI.
- Expert in Microsoft Access Database development.
- Five years experience developing Windows help files for Windows 95, 98, NT, and 2000 using RoboHelp.
- Ten years experience creating graphics for print and online use with popular packages including Visio, Adobe Illustrator, Adobe PhotoShop, and Aldus Freehand,
- Ten years experience producing print and online documentation using Adobe PageMaker, Quark Xpress, Microsoft Word, Microsoft Excel, and other.
- Currently teaching Introduction to Quark Xpress and Advanced Quark Xpress.
- Experience with Macintosh, Windows, and UNIX operating systems. .