

Amy B. Janczy

226 W. Madison Street, Lake Mills, WI 53551
ajanczy@verizon.net, amy@usablewriting.com

Bus./mobile 920-723-5488
Personal 920-648-4453

Summary

- More than 12 years' experience as a technical writer/editor, producing newsletters, training materials, Web sites, healthcare policies & procedures, user's guides, technical manuals, online Help, and multimedia demos. Industry focus in scientific/medical devices, managed health care and software.
- Project management and client service skills honed over 5+ years as small business owner.
- Excellent computer skills in Windows environments using word processing, Help authoring, desktop publishing, presentation, graphics, multimedia, flowchart, Web authoring and related applications.

Professional Experience

USABLE WRITING, LLC (formerly Amy Janczy & Associates) Lake Mills, WI

Technical communication vendor to Wisconsin technology companies

Owner

April 2002 - present

A few recent projects:

- STEP UP for Kids, Inc: Medical writing, editing and layout of nonprofit's quarterly newsletter.
- Online Help solution using RoboHelp's conditional text features to enable one project file to output multiple HTML Help files for two software products (indexing and redaction) sharing core technology.
- User's Guide, Site and Safety Guide, and other documentation for a molecular spectroscopy product (pharmaceutical blend analyzer).
- Writing/editing services for technical training manuals used in the classroom to introduce the principles of anesthesia delivery systems. One manual, *Explore! AISYS*, won an "Excellence" award in international STC competition and *Best of Show* from the Twin Cities STC chapter.
- Consulted on rollout of internal Web contact management application. Conducted testing and usability interviews, suggested and helped implement user interface improvements, and created Best Practices/ user's guide.

Please see www.usablewriting.com for portfolio, software capabilities, client list and testimonials.

EXTRACT SYSTEMS SOFTWARE (formerly UCLID Software LLC) Madison, WI

Developer of GIS mapping software and other applications for title industry and government

Technical Writer (*GIS mapping software*)

January 2000-February 2002

- Produced all user documentation including printed manuals and HTML Help using RoboHelp and Word.
- Developed interactive, multimedia software applications for marketing and software distribution purposes, including the international STC award-winning *IcoMap 2.5 Marketing Demo*.
- Served as user interface/usability specialist on four-person New Product Development team.
- Maintained and updated complex, interactive Web site for last nine months in position. Created new text and graphics for home, marketing and support pages. Self-taught basics of ColdFusion Studio and JavaScript.
- Wrote White Papers, customer and prospect e-mail newsletters, direct mail and brochures. Also rewrote the company's Business Plan and other documents designed to lure outside investment.

AMY JANCZY & ASSOCIATES

Madison, WI

Sole proprietor, health-care communication

September 1997-December, 1999

- Provided writing and editing services to area HMOs seeking National Committee on Quality Assurance (NCQA) accreditation, including Dean Health Plan (1997-1998, resurveys 1999-2000), Security Health Plan (1998-1999) and Physicians Plus (1999). Edited and wrote hundreds of policies, procedures, program descriptions and evaluations describing quality of clinical care and customer service.

- Wrote marketing and PR copy for clients including Badger State Games and S&S Public Relations.

INSTALLSHIELD CORPORATION (Now part of Macrovision, Corp.)

Schaumburg, IL

Creators of software development tools including InstallShield and DemoShield

Project Manager-Public Relations

August 1996-April 1997

Planned and executed all public relations efforts for the 120-person company. Successes included first major software reviews in “mainstream” computer media such as *PC Magazine* and *c|net.com*.

Technical Writer

February 1995-August 1996

Fully responsible for all print and online documentation for DemoShield software product including award-winning User's Guide. Simultaneously developed and maintained the original DemoShield Web site. Assisted in software testing and UI development. Filled in for sales and tech support staff as needed.

VIDEOJET SYSTEMS INTERNATIONAL (Now Videojet Technologies, Inc.)

Wood Dale, IL

Manufacturer of ink jet printers for industrial marking

Technical Writer

October 1993-February 1995

Wrote, edited and designed owner's manuals, service manuals, installation instructions, field service bulletins and customer bulletins for hardware/software products. All illustration and desktop publishing performed with Interleaf (high-performance DTP/illustration application).

Education

NORTHWESTERN UNIVERSITY, Medill School of Journalism

Evanston, IL

B.S. Journalism / Political Science

UW-WHITewater SMALL BUSINESS DEVELOPMENT CENTER

Whitewater, WI

Completed 16-week *FastTrac Entrepreneurial Training and Development* course

CLASSES AND SEMINARS

Introduction to JavaScript (University of Wisconsin-Madison), *Software Development Boot Camp* (Issiquah, WA), *Software Marketing Camp* (Lake Tahoe, CA), *Designing the User Interface* (Chicago, IL)

Awards, Leadership & Memberships

Society for Technical Communication (STC) Awards

- *2005 Excellence Award*, STC's International Technical Publication Competition for “EXPLORE! The Anesthesia System: Aisys” and “Best of Show” from the Twin Cities Chapter.
- *2000 Merit Award*, STC's International Online Communication Competition for IcoMap 2.5 Marketing Demo and Distinguished award from the Twin Cities Chapter.
- *1996 Merit Award* from STC's Chicago Chapter for DemoShield 5.0 User's Manual.

Community & Professional Leadership

- STEP UP for Kids, Inc: Medical writing, editing and layout of nonprofit's quarterly newsletter (2007)
- Lake Mills Main Street Program: Edited successful state application for community revitalization grant, wrote several event press releases, managed “Jail n' Bail” fundraiser (2005-2006)
- STC, Four Lakes Chapter (Madison, WI): President (2003), Vice President (2002), Education Chair (2001), Webmaster (1998-2000)
- Atwood Community Center: Writer/editor, *EastSide News* and Summerfest promotion (1999-2001)

Current Memberships

- Senior Member, STC
- Member, American Medical Writers Association