

MELANIE PASCHETAG FUTRELL

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EXPERIENCE

March 2002 - present mpf creative, llc **Dallas, TX**
Owner and Principal Consultant

- Write technical and business communication documents
 - Analyze business and technical processes and write procedural documentation
 - Analyze software and write software documentation including manuals, help systems, and functional specifications
- Perform instructional design and development of technical training materials
 - Requirements analysis and design of objectives and learning outcomes
 - Content research and development
 - Assessment development
- Write and edit proposals and technical reports
- Design, develop, and maintain web sites and web-based information management applications for small and medium-sized businesses and organizations
- Perform web site usability consulting

August 1999-March 2002 Fidelity Investments Systems Company **Irving, TX**
Senior Systems Programmer

- Designed and developed web-based system information management applications
 - Analyzed information flow among departments and groups as well as information interaction with business partners
 - Designed and developed web application to streamline information flow, providing different information views for different user groups
- Designed and developed web-based reporting systems for senior management
- Led web development effort for Distributed Systems Division
 - Developed division user interface
 - Implemented standards, templates, cascading style sheets, and shared code libraries to create uniformity and enhance usability among departmental sites
- Provided the following consulting services to intranet development groups
 - Requirements analysis
 - Heuristic evaluations for web site usability
 - Site design recommendations

July 1998-August 1999 Fidelity Investments Systems Company **Irving, TX**
Web Development Consultant (contractor from July 1998-April 1999)

- Developed intranet web sites for divisions and departments
 - Researched and documented the UNIX server implementation process and delivered a web site integrating documentation and online process checklists
 - Provided requirements analysis and web site development consulting and training
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August 1996-June 1998 Computer Language Research, Inc. **Carrollton, TX**
Senior Documentation Analyst

- Developed help systems for internet and client-server tax accounting applications
- Developed and implemented a user-centered help system development methodology using a formal business process modeling method
- Developed a Microsoft Access database application to support single source release note development, reducing the development cycle from two days to two hours
- Developed and presented training courses at the annual user conference

May 1995-July 1996 R&D Systems, Inc. **Dallas, TX**
Senior Technical Writer

- Developed documentation and training materials for a UNIX information management system:
 - Online help systems and printed user and training manuals
 - Training videos
 - Computer-based assessment tests
- Developed and presented technical training courses

December 1994-April 1995 Knowledge Based Systems, Inc. **Orange, TX**
Outreach, Education, and Training Manager – Electronic Commerce Resource Center Project

- Developed the Center web site
- Represented the Center on the following committees:
 - ECRC National Education and Training Quality Assurance Committee
 - CALS Connectivity Center (co-lead, International subcommittee)
- Modeled business processes and functions using the Integrated Definition (IDEF) Methods
- Developed and facilitated seminars and training courses on business process reengineering and e-commerce

April 1994-December 1994 Knowledge Based Systems, Inc. **College Station, TX**
Technical Writer/Editor

- Edited software documentation for Windows software applications
- Tested software documentation for usability
- Edited commercial and government proposals and technical reports

EDUCATION

1995-1999 University of North Texas, Denton, TX: M.S., Computer Education and Cognitive Systems

1988-1992 Texas A&M University, College Station, TX: B.A., English (emphasis in Technical Writing, minor in Business)

HONORS AND ACCOMPLISHMENTS

- 2000 Preservation Dallas Volunteer of the Year Award
- 1999 Computer Education and Cognitive Systems Outstanding Graduate Student
- 1996-97 Society for Technical Communication Lone Star Chapter Online Help Competition Judge

CONFERENCE PRESENTATIONS

- “Process Description Capture as a Basis for User-centered Help System Design” presented at the *45th Annual Society for Technical Communication International Conference* May 17-20, 1998. Anaheim, California.
- “Process Description Capture as a Basis for User-centered Design” presented at the *3rd Annual WinHelp and Web Developers Conference (Help University)* October 13-15, 1997. Austin, Texas.

PROFESSIONAL AFFILIATIONS

- Society for Technical Communication (Senior Member)
 - Information Design Special Interest Group
 - Online Information Special Interest Group
 - Usability Special Interest Group

TECHNICAL SKILLS

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|---|---|
| ▪ Database Design and Programming <ul style="list-style-type: none">• Oracle (table manipulation and SQL)• MySQL | ▪ Programming and Scripting Languages <ul style="list-style-type: none">• HTML• ASP• JavaScript• SQL• PHP• C |
| ▪ Process Modeling <ul style="list-style-type: none">• ProCap | |
| ▪ Function Modeling <ul style="list-style-type: none">• AI0Win | |

REFERENCES AVAILABLE UPON REQUEST