

Adrienne Claire Gross (BlndDes, GradDipPW)

Instructional Designer

Personal Details

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Residential Status: Australian, New Zealand, and United States Citizenships

Security Clearance

- Level disclosed on request.

Capabilities

- Liaise with clients/stakeholders to determine needs and develop requirements
- Write documents for and understand **ITIL** concepts, particularly for Service Operation and Service Transition
- Preparation, writing and editing of **tender documentation**
- **Storyboarding** of instructional design presentations using adult learning principles
- Basic web design using **HTML** and **CSS** to **W3C** XHTML Transitional standard
- Research subject matter and prepare for SME interviews
- Write and edit **user guides** and training material, **online help**, policy manuals, troubleshooting guides, marketing material
- Qualified **trainer**
- Ability in Graphic Design, Technical Drawing and 3D Modelling
- Experience of working within the **SDLC**
- Knowledge of User-Centred Design/**Usability**, W3C Guidelines, Accessibility Guidelines, (eg AGIMO, Disability Act, website auditing and compliance recommendations)
- Knowledge of document review and approval process
- Familiar with standards **DEF(AUST) 5629 A and B**, MIL-STD-40051B, ISO 9001:2000

Education and Training

- Graduate Diploma in **Professional Writing**, University of Canberra (2007 – 2011)
- **SharePoint** Designer 2007 - Level 1, New Horizons Learning Centre (2008)
- Statement of Attainment in User and Technical Documentation, Canberra Institute of Technology (2006)
- Adobe FrameMaker v7.0 (Structured) Authoring Structured Documents, Absolute Data Group (2006)
- **Word** 2002/2003 Advanced Automating Documents, Wizard Computer Training (2006)
- Word 2002/2003 Advanced Working with Long or Complex Documents, Wizard Computer Training (2006)
- Graduate Certificate in **Adult Education**, University of Wollongong (2005 – 2006)
- **Certificate IV in Assessment and Workplace Training**, Mark Ratcliffe Workplace Education and Development (2005)
- Bachelor of Industrial Design (Majors in Graphic Design, Design History, User-Centred Design, and Design Technology), University of Canberra (2000 – 2003)
- Bachelor of Arts (Majors in French, Film Studies, Art History, and European Studies), Australian National University (1999)
- Year 12 Certificate, Radford College Canberra (1993 – 1998)

Work Experience

Department of Health, WA, (Nov – Dec 2011)
Senior Instructional Designer (Consultancy CSC via Catalyst Interactive)

Training Needs Analysis for the Patient Billing and Revenue Collection project.

Australian Tax Office, (Sep 2011 – Oct 2011);
Senior Instructional Designer (Consultancy CSC via Catalyst Interactive)

Assisting compilation of a Training Needs Analysis for the Enterprise Procurement Solution project.

**Australian Tax Office, (Feb 2011 – June 2011);
Technical Writer (Consultancy to Lockheed
Martin via Info Focus Australia)**

- Creation and editing of business process diagrams
- Minute taking at workshops
- Editing of process and procedure documents, eg Knowledge Management, and IT Service Catalogue
- Writing of Work Instructions for using BMC Remedy
- Publishing Knowledge Articles using RightAnswers Solution Manager

Australian Federal Police, (Sept 2010 – Dec 2010); Trainer (Consultancy via Info Focus Australia)

- Author of feasibility report on effective Geographically Distant Learning: involved researching best practice, developing survey in InfoPath to assess current AFP training situation, consultation with another government department, development of trial plan for implementation of virtual classroom
- Review of existing eLearning packages for **instructional design** quality to recommend improvements that would enhance effective learning
- Conversion of Word surveys into **InfoPath** forms, and liaising with SharePoint specialist for upload to intranet
- Editing of Organisational Change Management documentation

Department of Immigration and Citizenship, (Apr 2010 – Aug 2010); eLearning Designer (Consultancy via Info Focus Australia)

- Design and development of eLearning modules using instructional design experience and skills
- Basic Flash, action scripting, JavaScript
- Technical writing to critically review eLearning course content

Rapid Prototyping Development and Evaluation (RPDE), (Jul 2008 – Dec 2009); Technical Editor (Consultancy via Info Focus Australia)

- Research and data collection
- Analysing information and providing recommendations
- **Editing reports** at substantive and copy editing level
- Managing editor of newsletter and factsheets
- Analysis and reporting of Archives Act compliance
- Website maintenance using CMS

- **Website Design** (SharePoint Designer)
- Twice awarded the Employee of the Month award

Computer Science Corporation (CSC), (Sept 2007 – Jun 2008); Technical Editor (Consultancy via Info Focus Australia) (part-time)

- Writing Description of Requirements
- Creating **DAF** diagrams
- Market Survey development
- Processing of documents to final delivery
- Compliance with **ADFP-102** and **DEF(AUST) 5629A**
- Trade Study analysis
- **DOORS** conversion
- **Business Process Modelling Notation**
- Report writing

BAE Systems Australia, (Dec 2005 – Mar 2007); Technical Editor (Full-time)

- Editing of Project Management plans, existing manuals, policy documents
- Advising engineers on how to improve their technical writing (C-LOBS project)
- Instituting a feedback sheet for customers to obtain guidance on how BAE Systems manuals could be improved
- Involvement with database planning (MAXIMO)
- Assisting with Tender Submissions (formatting and editing)
- Assisting with generation of **policy plans** (SAPPs, IS-SPPs), test procedures and **Standard Operating Procedures**
- Help System revision using **RoboHelp** for Software projects (MERCURY and SAMMS),
- Diagram editing and generation in Visio
- Work on multiple projects and deliver quality documentation within schedule
- Concepts of **IETMs** (html, chm) for the Primary Injection Facility Operator and Maintainer Manual
- Editor and writer for the **local site newsletter**, "Acorny"

Department of Immigration, (Oct 2005 – Dec 2005); e-Developer/Instructional designer (Consultancy via Paxus Australia)

- Part of a team of e-developers implementing on-line learning of the Department's automated processing

system – Integrated Client Service Environment (ICSE)

- Following a style template and method of information input
- Researching subject matter and interviewing SMEs
- **Storyboarding** of ideas and verifying information
- Assembly and generation of information in **Captivate**
- Quality Control reviewing process.

Fire Control Systems, Canberra (Apr 2004 – Oct 2005); Technical Writer, Publications Manager, and casual Design Engineer (Full-time)

- Management and development of a set of **Manufacturing Process Instructions** for the company's main product, an Electro-Optic Fire Control System
- Liaising with technicians and engineers to obtain information and verify content
- Cooperation with contractor Recon Optical International in the USA to develop a Maintenance Manual to **MIL-STD-40051B**, which was completed within a tight deadline
- Experience with US Army/DoD Validation and Verification process
- Output of **Illustrated Parts List** as generated by ProEngineer and manipulated in CorelDesigner
- Production of marketing material using Adobe Photoshop
- Assisting Human Resources with Training Manuals
- Following Configuration Management procedures and quality control

Computer Skills

Design and 3D Modelling

ProEngineer Wildfire, 3D StudioMax, Rhinoceros 3D, AutoCAD, and CorelDesigner

Graphic Design

Adobe Photoshop, Microsoft Publisher

Web design and Content Management System

Adobe Flash, Adobe Dreamweaver, Microsoft FrontPage, TextPattern, and Microsoft SharePoint Designer 2007

eLearning

Captivate 5, and Articulate Studio '09

Help systems

RoboHelp V3, Help and Manual V4, AuthorIT, and Microsoft HTML Help

Database and File Management

MAXIMO, SharePoint, and DOORS 8.3

Technical Publishing

FrameMaker V7.0

General

Microsoft Word 2010, Microsoft Visio, Microsoft Excel, Microsoft PowerPoint, Microsoft Project, and Microsoft InfoPath.

Casual work: Editing and Writing

- Copywriter for blogs at hotel.com.au
- Volunteer writer of articles relating to disability for the Montigu Community Living newsletter
- Editor for theses and annual reports
- Freelance eLearning developer
- Writer of reviews for Australian Stage Online

Memberships



- Australian Society for Technical Communication (NSW)

- Canberra Society of Editors



- ACT Writers Centre

Extra-Curricular Activities and Interests

- Cycling, reading, creative writing, James Bond films, WWII history, tea, German Shepherd dogs, and policing dodgy spelling

Referees

- I can provide referee contact details for every placement I've had