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# WENDY PODGURSKY

Technical Communications Specialist, BA, MCSE  
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## SKILLS OVERVIEW

Classroom and Online Training Delivery  
Instructional and Curriculum Design  
Technical Experience

Technical Writing  
Systems Administration  
Project Management

## EXPERIENCE

### ***Technical Writer***

City of Surrey, Surrey, BC

2009-Present

- Designing and developing policies, procedures, and IT documentation for internal and external publication
- Conducting informational interviews to facilitate knowledge transfer and to intellectual capital through documentation
- Performing business process analysis and composing corresponding documentation
- Completing and delivering independent projects while adhering to stringent timelines
- Coordinating documentation efforts between more than 6 departments
- Mastering of documentation and training toolsets

### ***Technical Writer/Instructional Designer***

Microsoft Corporation/Entirenet, Vancouver, BC

2001-Present

- Designing and developing curricula, training materials, knowledge base articles, SDK materials, whitepapers, help content and user manual documentation for worldwide internal and external publication
- Modeling and implementation needs and task analysis to determine training requirements and inform curriculum design
- Developing Instructor-Led Training (ILT), Online Training (OLT), Webcast and blended training offerings, using SCORM compliant Learning Management System (LMS)
- Delivering Train the Trainer sessions using Live Meeting
- Creating broadcast-quality voiceovers for OLTs and Webcasts
- Completing and delivering independent projects while adhering to stringent timelines
- 100% remotely based; required to maintain a home office and complete tasks via corporate VPN
- Collaborating with groups using remote workgroup technologies including Live Meeting, SharePoint, and VSS
- Quickly mastering of complex new technologies under aggressive deadlines including Articulate, Captivate and other industry-standard tools
- Adhering to the Microsoft Style Guide for Technical Publications (MSTP) and Global English standards

### ***Technical Communications Consultant***

Independent Consultant, Vancouver, BC

1998-Present

- Planning, designing, and creating technical content, courseware and documentation, administrator guides, knowledge base articles, SDK materials whitepapers, and end-user manuals
- Freelance writing and blogging on a variety of technical and non-technical topics
- Clients include Business Objects, Disegnostudio, St. Joseph Media, I Speak Geek, and Training Associates

**Technical Trainer/Instructional Designer, MCT**

Onyx Software, Bellevue, WA

2000-2001

- Creating and delivering classroom-based, developer-caliber classes designed for customers and partners on leading-edge CRM platform
- Developing customized work-flow and business processes using XML, VB, COM+, SQL, .Net and complementary technologies
- Conducting business analysis and software customization
- Leading customers and partners in the analysis and assessment of business needs for CRM implementations and identifying technical specifications for development
- Designed, created, and edited content for instructor-led technical training courses (full life-cycle involvement)

**Business and Internet Systems Administrator**

Brainium.com/NTS, Vancouver, BC

1999-2000

- Designing, maintaining and growing corporate network including an international WAN employing Windows Server, Windows 98, MSSQL, IIS, Exchange, Solaris, and Oracle
- Evaluating, recommending, purchasing and installing new business systems, both hardware and software
- Project managing network-wide technology changes
- Recruiting, hiring, training and managing of technology staff

**Technical Trainer, MCT**

Productivity Point International, Vancouver, BC

1997-1999

- Communication of strategic concepts and technical information to corporate and individual clientele
- Interpreted technical courseware on Microsoft and Citrix technologies for students pursuing technical expertise and industry certifications
- Customization of classroom content, courseware development and technical documentation creation
- New trainer mentorship

**Microcomputer Lab Support Specialist**

University of Saskatchewan

1992-1995

- PC and Macintosh desk-side support for undergraduates, graduates, faculty and staff
- Activation and maintenance of lab user accounts
- Introduction to PC, Macintosh and Internet orientation sessions

**EDUCATION and CERTIFICATIONS**

Information Technology Professional Program, University of Victoria, 1997

Bachelor of Arts, English and Drama, University of Saskatchewan, Saskatoon, 1995

MCSE NT/2000, MCP+I, MCT

**ACTIVITIES and INTERESTS**

Theatre, film, travel, photography, reading, cooking, running, gardening