Laura Christina Warren

IT • Web • Graphics

(845) 797-8881 | LauraChristinaWarren@gmail.com | ChelseaDataManagement.com

Summary Versatile technical writer and graphic artist with over twenty-five years in information technology, presentations, training, and systems documentation.

Experience

Chelsea Data Management   **1987 to Present**
Vice President

Founded Chelsea Data Management, a consulting and training firm.

Technical Writing

- Developed user guides, on-line Windows-based help systems, and interactive web training application for ON TIME, a leasing management application from Payment Protection Systems. Designed all graphics. (2002-2008)

- Developed documentation and graphics for IBM's HotMedia family of products — web development and MPEG authoring tools. HotMedia won "Best of Show" at PC Expo 2000. Responsible for documentation on IBM web site, as well as hard copy and PDF versions. (1998-2001)

- Developed user guides and on-line Windows-based help systems for cManagement, a construction software development corporation. Designed all graphics. (1999-2001)

- Published tutorial and reference guides for IBM's Supply Chain Simulator and developed HTML on-line help system. Designed all graphics. (1997-1998)

Graphics/Web

- Designed layout and published technical manuals, posters, brochures, catalogs, and PowerPoint presentations. Reference guides and tutorials have included Tables of Contents, Lists of Figures, Lists of Tables, and Indexes.

- Designed and implemented entire instructional intranet web sites, including Flash content, clip art, and animated gifs.

- Designed user interfaces for Microsoft Access and Excel applications.

Training/ Instructional Design

- Allied with Microsoft Partner (Mosaic Corporation) as Certified Microsoft Trainer. (2009 - 2012)

- Developed and marketed training materials nationwide, including training programs specifically designed for senior management, and web-based training. Conduct needs-assessments, and develop performance objectives and rubrics for student assessments. Author of *Excel Basic Training*, *Excel VBA Basic Training*, *Word Basic Training*, *Discovering the Power of Lotus*, and *WordPerfect Design Tips*.

- Allied with DUN & BRADSTREET BUSINESS EDUCATION SERVICES as an international lecturer and instructor. Developed Dun & Bradstreet courses and accompanying manuals for Microsoft Office, DOS, Windows, Desktop Publishing, WordPerfect, and Lotus seminars. Trained over 25,000 people in 48 states. (1990-2000)

- Allied with WORLD BOOK ENCYCLOPEDIA as the *World Book Education Technology Training Group*, a program that trains educators nationwide.

Solutions Designed user applications in Visual Basic for Excel and Access, as well as custom applications in Lotus 1-2-3 for the following clients

- Chase Manhattan Bank, NA
- AT&T
- SONY
- Seagram Corporation
- Lever Brothers Corporation
- Pepperidge Farm
- Pepsi-Cola
- Loral Industries
- West Point
- Sekurus Corporation
- Jackson Realty

Chase Manhattan Bank   **1985 to 1987**
MIS Technician

Full-time consultant in International Product Development Division. Responsible for the design of training courses, as well as the development of training and technical manuals.

dBase III	Designed and programmed menu-driven customer data systems designed to allow non-computer users to generate MIS reports.
Lotus 1-2-3	Generated spreadsheets and graphs. Provided analytical support and designed templates for use by department personnel.
WANG	Designed and implemented a customer/product database that saved Chase $10,000 per month in outside timesharing fees. Responsible for maintenance of database and distribution of quarterly reports.

Education

Lehman College (Hunter Uptown), New York
Music Major, Regent's Scholarship

Queens College, New York
Study Abroad program Greece – Byzantine Art, Archaeology

Heffley-Browne Business Institute, New York

Dutchess Community College, New York
Computer Systems, Business Management, Marketing, and Accounting
Honors: President's List

University of Phoenix
Bachelor of Science in Information Technology / Visual Communications
Graduated with Honors 3.97 GPA

Art Institute of Pittsburgh
Web Design, Digital Imaging and Designing for Print and Multimedia

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Technical Skills

Spreadsheet	■ Excel ■ Lotus 123 ■ Quattro Pro
Database	■ Microsoft Access ■ Paradox ■ dBase III Plus / dBase IV
Word Processing	■ Microsoft Word ■ WordPerfect
Design/Publishing	■ Microsoft PowerPoint ■ Adobe Acrobat ■ Adobe Illustrator ■ Adobe FrameMaker ■ Adobe PageMaker ■ Adobe PhotoShop ■ Adobe Flash
Information Gathering	■ Microsoft OneNote
Web Development	■ HTML, CSS ■ Dreamweaver ■ XML Spy
Help Authoring Tools	■ ForeHelp ■ RoboDemo