



H. Shoup & Associates, Inc.

H. Shoup

Technical Writer / Project Manager

PROFESSIONAL EXPERIENCE

Technical Writing

- Have written numerous manuals with the Information Mapping® method, including the following:
 - Computer procedures
 - Medical/pharmaceutical procedures
 - Technical plant procedures
 - SAP procedures
 - Accounting procedures
 - Administrative policy manuals
 - US Government project procedures and documentation
- Chaired the Information Mapping® (IM) Special Interest Group (SIG) for the Society for Technical Communications (STC)

Training/Course Development

- Developed a two-day Information Mapping® course for developing operating procedures for plant operators and technicians
- As a certified Information Mapping® instructor, have taught courses for Fortune 500 companies since 1993
- Co-authored a training course for documenting ISO 9000, currently used by the local college
- Taught English in high school for eight years

Project Management

- Have submitted numerous proposals with an excellent record for accuracy
- Have managed numerous technical writing projects, paper and online
 - Hired and trained writers
 - Supervised writers, maintaining the highest quality of production
- Have designed and created functional, user-friendly company intranets

Online Project

Created an administrative intranet for an area hospital:

- Extremely user friendly with non-users able to find information
- Finished on time and under budget
- Added several tasks, including creating electronic forms

EDUCATION & SPECIAL TRAINING

Doctoral Studies, 37 post-graduate hours in statistics, research design, and industrial psychology

MA, Research Psychology

BA, English

Information Mapping® courses taught:

- *Developing Procedures, Policies, and Documentation*
- *Developing Operating Procedures*

Seminars attended:

- *Documentation Databases: Developing a Single Sourcing Strategy* by Joann Hackos
- ISO 9000 External Auditor's Course

SOFTWARE

- Microsoft applications
 - Word
 - PowerPoint
 - Excel
 - FrontPage
 - Visio
- Adobe products
 - Photoshop
 - Acrobat
- HTML Transit
- QuickBooks