

## Roseanne Ouellette

### SUMMARY

Experienced program manager and senior technical writer known for leading high-profile, complex projects to on-time, high quality completion.

### SKILLS

- Strong organizational and project management skills
  - Takes ownership of projects and bring them to successful completion
  - Responsible for developing or executing project plans and schedules, and all projects have been ready before the due date
- Able to retrieve, organize, analyze, and synthesize complex subject matters and transform them into easy-to-understand information for specific audiences
  - Write, edit, and revise documentation, release notes, and engineering presentations
- Experienced in various authoring and desktop publishing software tools to produce finished products.
  - FrameMaker, Word, PowerPoint, Access, and Excel, and Microsoft Project
- Skilled at evaluating existing processes, identifying improvements, and implementing updates resulting in increased productivity and improved inter-departmental communications
- Actively involved in completing cross-functional project deliverables, developing long-term positive work relationships
- Work well both independently and in a group, and as a mentor

### EXPERIENCE

October 2000 -  
Present

#### **EMC Corporation – Hopkinton, MA**

##### **Senior Technical Writer with Senior Program Manager Skills**

- Project lead for large documentation sets. For third-party documentation set, responsible for organization, rewriting, and communicating with engineers, project manager, product manager, and editorial department. Provide schedules, tracking, etc., to meet deadlines. Met all deadlines, even those pushed up several months.
- Project lead, coordinator, and publications liaison for EMC Technical Summit for 5 years. Responsible for planning the editorial process for over 200 presentations within a short period of time. Trained engineers to correctly use PowerPoint for technical, informative slides and deliver effective presentations. In addition to developing and controlling the process, also helped engineers with organization of slides, created graphical representations, formatted, and copy edited. Balanced this project while maintaining other challenging, time-sensitive projects.
- Authored FrameMaker conversion document for authors converting third-party documentation to EMC standards. Used as the standard for EMC and third-party authors.
- Helped develop an Access database within a short timeframe for editorial tracking. This involved learning the tool, designing, and testing.
- Offer support, advice, formatting, production, and copy editing for executive presentations as needed.
- Work as a mentor as needed to help improve others' skill sets.
- Liaison for authors and production team to help track and process documentation efficiently.

September 1994 -  
December 2000

**Boston College, Stonehill College, Bridgewater State College**  
**Adjunct Professor, Department of Speech Communication**

Public Relations, Advertising, Human Communication Skills, Public Speaking (emphasizing Business Presentation Techniques), Business & Professional Communication, Introduction to Communication, and Persuasion. Consistent excellent student and peer evaluations.

- Helped some at-risk students excel in the field
- Served as advisor and member of several Graduate Committees
- Introduced new course technology in presentations
- Developed teaching slides for Harcourt Brace Publishing Company

September 1992 -  
September 1995

**Bridgewater State College, Bridgewater, MA**  
**Acting Director of Alumni Relations**

- Coordinated and oversaw Alumni Events (including Alumni Weekend, Homecoming, Women's Institute Day and Class Reunions)
- Advisor and sponsor for Student Ambassador Program
- Created a timeline calendar for each event, as well as a yearly calendar to include all events, in order to properly plan in advance and avoid crisis situations
- As Graduate Assistant (1992-1994) specialized in reunion planning and created Adult Learning Seminars

September 1990 -  
May 1997

**Taunton High School, Taunton, MA**  
**Drama Club Board Member**

- Chaired fundraisers raising thousands of dollars to enhance productions
- Created newsletters, fliers, press releases
- Co-wrote and directed *Medieval Mayhem* a dinner theater musical

September 1981 -  
June 1990

**Parent Teach Organization**  
**Various Leadership Roles in Norton, MA and Taunton, MA**

- Structured two new Parent-Teacher organizations
- Featured on *Today Show* as Co-Chair of School Playground. Duties included locating affordable playground, hiring architect, working with City officials and School Board, fundraising, scheduling equipment, recruiting over 100 volunteers, buying materials, organizing supplies and teams, etc. With an \$8,000 budget and a new PTO, we successfully built a playground through soliciting outside donations of \$15,000.

1980 – 1988

**Legal Secretary, Attorney Robert G. Funke, Taunton, MA**

**EDUCATION**

1994

Bridgewater State College, Master of Arts, Communications

- Graduate Assistant, Davis Alumni Center
  - Thesis used as a model by Communication department faculty

1992

Bridgewater State College, BA, Communications/ Public Relations

- Summa Cum Laude
- Presidential Scholar 1991-1992

1990

Bristol Community College, Associate of Arts

- Candidate for Valedictorian with 4.0 GPA
- BCC Community Scholarship Recipient, 1988-1989
- Second Place - Jeanette Denning Writing Award, 1989

**REFERENCES**

Available upon request.