

Resume of Viqui Dill

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Summary

Viqui Dill is an enthusiastic advocate for all things technical. Viqui describes herself as "Technical writer, wife and mom, bass player, worship leader, I'm happiest when folks sing along with me."

This resume includes

- Current Experience
- Past Experience
- Education
- Software
- Volunteer Experience

Find out more at <http://www.linkedin.com/pub/viqui-dill/15/79/7a5>

Current Experience

Technical Writer

American Woodmark Corporation

10/2007–present

Winchester, VA

IT Evangelist Promotes the use of information technology at AWC, providing user assistance, distributing technical content, producing user demonstrations and training, and nurturing a community of users and developers, in order to provide timely and targeted technical solutions. Spreads good news about IT using a variety of channels including web, social media, print, audio, video, gamification, live, and face-to-face.

Training Develops training for online ordering and Sales and Marketing team, including web-based how-to videos to teach customers how to place, track and manage orders. Develops, researches, compiles and edits hardcopy and online SOPs for Customer Service, Marketing, and outside suppliers. Initiates Adobe Captivate software user group for process improvements. Gamifies training for maximum effectiveness.

Online Help Develops content, edits, and compiles online help for quoting and ordering software, order billing system, quality management approval processing system, project management software and others. User community includes AWC employees and customers outside company. Prioritizes, balances and completes work on a variety of projects running concurrently. Mastery level proficiency at Adobe RoboHelp, MS Word, Adobe Captivate, and Subversion documentation tools.

Lean/Six Sigma Takes part in Kaizen process improvement events at manufacturing plants and corporate headquarters. Improvements include work balancing and 5S work area improvements.

Communications Lead

Society for Technical Communication Community Affairs Committee

09/2011–present

Evangelist Spreads the good news about STC to the individual communities, chapters, and special interest groups within the Society for Technical Communication.

Coach Helps communities develop communication plans, regardless of resources, superpowers, and kryptonite.

Cheerleader Uses social media to reach outside the STC cocoon to technical communicators all across the globe.

Social Media Manager and Director at Large

Society for Technical Communication (STC) Washington DC Baltimore Chapter (WDCB)

05/2011–present

Bard Designed, developed, planned, and implemented online publicity with the Public Relations committee manager for chapter events and news through postings to social media sites. Conducted social media survey of chapter membership to determine the habits and preferences of folks in the chapter, and developed focused social media programs to meet the needs and expectations of our members.

Board Elected to position of Director at Large in January 2012.

Awards Distinguished Chapter Service Award (DCSA) in 2013

Past Experience

Engineering /Technical Writer

Oberthur Card Systems

09/2006–10/2007

Chantilly, VA

Engineering Performed technical analysis and wrote formal reports of engineering studies, including process improvements, Lean design changes, and RFI machine design and configuration. Chaired FMEA process committee, developed format and researched industry best practices. Collected monthly highlights for Process Improvement, Engineering and Quality functions for entire North American region and created attractive, informative slide presentations of projects and progress for a diverse executive audience.

Patents Compiled patent applications and design packages. Researched existing patent databases online. Served as liaison between Engineering dept., USPTO and corporate intellectual property office in Paris, France.

ISO Documentation Maintained the corporate library of ISO 9001 Documentation. Migrated the ISO library from paper format to online via corporate intranet. Researched ISO Standards for processes within the company, documenting new requirements. Served as liaison between Engineering and Quality functions.

Government Contracts Researched, compiled, developed and edited government proposals, coordinating submissions from many departments within aggressive deadlines. Submissions include prime and subcontract proposals to various agencies.

Marketing Designed and developed marketing material and created sample products for potential customers.

Technical Documentation Developed, researched and composed a variety of technical publications. Wrote programmer's guides, user's guides, installation manuals, and online help systems for new products and new product releases of software for customer and manufacturing use, including internet-based job tracking software. Prepared Word (.doc), Adobe Acrobat (.pdf) and HTML versions of the help for distribution and web publication.

Customer Service Representative

Wells Fargo Home Mortgage

05/2003–08/2006

Berryville, VA & Winchester, VA

Managed busy mortgage sales office. Directly handled customer inquiries and resolved problems. Supervised office activities to achieve maximum expense control and productivity. Developed procedures and policies for office activities, such as records maintenance, reproduction, faxing and mail distribution. Procured, maintained and coordinated office equipment and supplies. Coordinated marketing efforts to community and real estate industry.

Webmaster and Developer

CompassMom Productions

04/1999–present

Winchester, VA

Website Design and Maintenance Produced, developed, and revised web sites using JavaScript, HTML, and FTP. Performed maintenance functions such as disk space utilization analysis, e-mail aliasing and site usage reporting.

Technical Writer

BMC Software, Inc.

11/1997–04/2001

Herndon, VA

Online Help Developed, debugged, tested and implemented context-sensitive online help systems for networking software. Prepared Word (.doc), Adobe Acrobat (.pdf) and HTML versions of the help for distribution and web publication.

Documentation Developed, researched and composed a variety of technical publications. Wrote programmer's guides, user's guides, installation manuals, and release notes for new products and new product releases of client/server networking systems software. Prepared pdf and html versions for web publication and product CD.

Conversion Converted complete suites of documents to new corporate standards, from Word format to FrameMaker files, transferred graphics in various formats to graphics interchange (.gif) format. Loaded complete suites of documents into Documentum Workspace. Recognized as the resource for conversion training.

Software Engineer**05/1996–10/1997**

Coded Solutions, Inc.

Chantilly, VA

Programmer / Trainer Completed large programming assignments with over 1,000 data fields and 15,000 records, 6 MB executable and 14 MB database, SQL query builder, specialized utilities, reports and screens. Converted from FoxPro 2.6 to Visual FoxPro LAN. Designed and developed database to automate purchase order system for computer-phobic users. Developed curriculum and instructed classes of professional programmers in Advanced Visual FoxPro and Advanced MS Access / Visual Basic. Provided one-on-one, phone support and instruction.

Industrial Engineer**09/1994–05/1996**

Dill's Dental Service Company

Centreville, VA

New Facilities Planning Created, proposed and implemented new and rearranged dental office designs, space plans and technical specification drawings.

Financial Manager Trained bookkeeping staff in the use of Peachtree Accounting for Windows, designed and executed cost control systems, including all Accounting, A/R, A/P, General Ledger and Inventory Controls for Repair Service Company.

Marketing/Graphic Designer Produced fliers, marketing handouts and customer kits.

Industrial Engineer**02/1983–05/1994**

IBM

Manassas, VA

Process Improvement/Cost Reduction Analyzed hardware cost drivers (purchases, labor and life-cycle) for AN/BSY-2 Seawolf Sonar System. Developed standards, forecasts and tracked actuals for \$20,200,000 Seawolf Hardware budget. Achieved closing at \$19,300,000. Saved \$1,600,000 by implementing improved procurement strategy. Coordinated design trade studies and change proposals. Liaison between hardware design engineers and finance. Developed supplier cost forecasts with supporting cost data, assisted in procurement negotiations, reviewed supplier cost submissions, assisted in negotiations with U.S.Navy and suppliers.

Facilities Management Developed FAR and DFAR compliant internal procedures for Government Furnished Property. Conducted computer simulation of site employee automobile traffic patterns, resulting in a net savings of \$6,500,000 over 2 years. Consolidated off-site storage from 5 different locations into one centrally located leased facility, saving \$42,000 annually. Saved 3 weeks cycle time per rearrangement project by streamlining and redefining the flow of construction projects within IBM.

CAD Managed Computer-Aided drafting system (CADAM). \$1,200,000 annual budget, \$400,000 in Capital assets. Supervised Data Base Manager and staff of 30 contractors. Trained 110 users.

Layout/Space Planning Developed short and long-range plans for space utilization and capital funding of IBM facilities. Analyzed occupancy requirements, developed detailed layouts, schedules and budgets. Coordinated construction plans with lessor. Controlled overall project costs. Facilities included 90,000 sq.ft. Materials Distribution Center, 50,000 sq.ft. off-site leased office facility, with cafeteria, computer center and laboratory space, 76,000 sq.ft. on-site leased office facility, and 115,000 sq.ft. leased warehouse facility.

Manufacturing Engineer**06/1978–09/1981**

Union Carbide Corporation

Bound Brook, NJ

Engineer Researched flow properties of pelletized polyethylene with various fluids and designed an extrusion sleeve to compensate for decreased friction. Conducted vulcanizing experiments with polyethylene and peroxy additives. Designed and developed methods for measuring dispersal of particles in polyethylene coatings.

Technician Operated heavy equipment in the plastics manufacturing environment. Was the first professional woman to work with many of the operators.

Programmer Developed and applied computer viscosity models of the flow of plastics through a pressurized extrusion head.

Education

B.S. Industrial Engineering and Operations Research

09/1977–12/1982

Virginia Polytechnic Institute and State University **Blacksburg, VA**

QCA 3.8/4.0 in IEOR, 3.4/4.0 overall. T. Marshall Hahn Engineering Merit Scholarship. AIIM Industrial Engineering Honor Society. KΘE Co-operative Education Honor Society. Financed 100% of cost via loans, scholarships and co-op earnings.

Software

The following is a listing of the software packages in which I am proficient. This list is by no means complete and is provided here as a reference only.

Information Development/Technical Publications

Adobe Captivate	Adobe RoboHelp	Adobe Photoshop	Adobe Acrobat
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Microsoft Products

Outlook	Word	Excel	Access
PowerPoint	Publisher	Visio	

Web Development

JavaScript	Macromedia Dreamweaver	HTML
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Database and Financial Programming

Visual FoxPro/ FoxPro 2.6	Peachtree Accounting	ACT!
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Volunteer Experience

Worship Arts Pastor

05/2002–present

the exchange church

Winchester, VA

Minister Developed intimate worship programs for evening worship service. Led worship. Developed social media program for ministry. Supported at-risk and homeless members of the community through Kitchen of Hope.

Worship Leader/Bass Player/Webmaster

11/2003–10/2010

Emmaus Church

Berryville, VA

Worship Leader Serving under staff worship leader for established church in Berryville, VA, managed a full rock band of diverse musicians and singers. Selected, and arranged worship songs and special music, charted lyrics and chords, led worship.

Webmaster Created, developed and maintained church website, emmausofclarke.com, for congregation and staff. Maintained and expanded group networking sites for seekers and membership, including facebook and myspace.

Parent Advisor

9/2002–06/2007

Special Education Advisory Committee
Frederick County Public Schools

Winchester, VA

Representing Millbrook High School Communicated between the Millbrook High School special education community (students, staff and families) and Frederick County Public Schools. Attended monthly meetings, annual conferences, and reviewed budgets. Provided feedback as necessary.

Board of Directors/Worship Leader/Waitstaff/Cook/Webmaster**11/2002–01/2007**

the exchange coffeehouse

Winchester, VA

Board Member, Secretary Communicated between the Winchester community, at-risk teens, musicians and exchange staff. Attended monthly meetings, developed and helped manage volunteer programs, and reviewed budgets. Created thank-you notes, application forms, informational table cards and other communications tools as necessary.

Worship Leader Developed themed worship programs for evening worship service. Monitored current trends in popular culture for inclusion in worship productions. Led worship.

Waitstaff/Cook Took food orders, operated cash register, cooked and served meals to a variety of customers at this busy coffeehouse.

Webmaster Created, developed and maintained website for this mission of the Mennonite Church, exchangecoffeehouse.com, for customers and staff.

Event Worship Director**03/2001–08/2005**

Christian Church Capital Area Outdoor Ministries Sharpsburg, MD

Event Worship Director Planned, scheduled and coordinated worship for Chi Rho (ages 12 through 14) Summer Camp and seasonal retreat programs. Scheduled and coordinated musicians. Prepared worship programs and developed devotional materials. Organized songbooks and overheads, selected songs, charted lyrics and chords, and organized CCLI information. Led worship. Initiated small groups accountability program for adult and college aged staff.

Worship Director/Small Groups Coordinator/Webmaster**12/2000–10/2001**

Fairfax Christian Church

Fairfax, VA

Worship Director Birthed, developed, and nurtured a completely new worship service. Transitioned from Sunday school based education paradigm to small groups model. Changed demographic focus from believing Baby-Boomers to seeking Postmodern and Generation Xers; especially successful in reaching college students at George Mason University. Developed themed worship programs. Monitored current trends in popular culture via Internet, video and print media for inclusion in worship productions. Managed a full rock band of diverse musicians. Selected, developed, and arranged worship songs and special music. Coached singers in vocal arrangements. Compiled song CDs for worship team. Organized overheads, charted lyrics and chords, organized CCLI information. Led worship. Coordinated special events with church board and community. Spearheaded pew Bible giveaway program and "My Story" personal testimony program.

Webmaster Created, developed and maintained church website, chasersworship.com, for seekers and staff.