

# Marie-L. Flacke, Sr. TECHNICAL COMMUNICATOR

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**Objective:** As a dedicated IT multilingual communicator, I look forward to an opportunity to work with an globally-oriented organization where my writing skills, finance and IT know-how can contribute to providing high-quality user-centered and economically viable documentation.

## **Experience & skills:**

**Oct'08** **Sr Technical Writer** – ConPlan Lisbon (P)  
Provided final Business Case report:SatCom for Air Traffic Management European Space Agency / Thales Alenia Spa project

**Aug-Sept'08** **Proposal Writer** – Alfa Consult, Luxembourg (L)  
Analysed RFP, Designed responses to US Gov IT bids

**July '08** **Sr Technical Writer** – ConPlan, Lisbon (P)  
Thales-Alenia Spa project for the European Space Agency  
Designed Business Case report for Satellite System (SatCom for Air Traffic Management)

**Jan.'08 – June'08** **Proposal Writer** – EUROCONTROL, Brussels (B)  
Designed and updated a bilingual RFP (outsourcing IT management project)

**Dec'07** **Proposal Writer** – Alfa Consult, Luxembourg (L)  
Designed response to USACE tender (Training for the Baghdad-based Technology Centre)

**Aug'.07-Nov.'07** **Usability expert** – OrangeGlobal Services GmbH, Ulm (D)  
Tested usability indexes, reviewed Marketing documentation, set-up testpersons database, designed questionnaire, tested PILs (Patient Information Leaflets) for readability

**January-July '07** **Sr. Technical Writer** – FORTIS Banque, Brussels (B)  
Defined database requirements and provided questionnaire for IT services

**Oct. 06-Dec. '06** **Sr. Technical Writer** – ISABEL, Brussels (B)  
Designed Proposal to develop a high-security software for e-banking

**Febr.'06–July '06** **Proposal/Bid Writer** – Alfa Consult, Luxembourg (L)  
Designed responses to US Army Corps of Engineers (USACE) IT and telecom tenders

**January '06** **Sr. Technical Writer** – SWIFT, La Hulpe (B)  
Updated Basel II documentation

**Oct. 05-Dec.' 05** **Proposal Writer** – Alfa Consult, Luxembourg (L)  
Designed response to US Government tenders

**September '05** **Proposal Writer** – Alfa Consult, Luxembourg (L)  
Designed response to international bid funded by the World Bank

**September '05** **Speaker** – TCANZ Conference, Christchurch (NZ)  
Presented "Localizing for the European market"

**Aug '05** **Editor/Proofreader** – SolutionMatrix, Frankfurt (D)  
Revised the French version of the " Solution Matrix Business Case" website in French

**July'05** **Speaker** at the IPCC 2005 Conference, Limerick (IRL)  
"The Hidden Cost of Cross-Cultural Documentation/Localization pitfalls"

**May-June'05** **Sr. Technical Writer** – Bowne Global Services/Alcatel Project, Clichy (F)  
Updated Operator's Guide for 3G Mobile Phone systems – EPIC (XML)

**Dec. '04-April'05** **Sr. Technical Writer** – Eurocontrol, Brussels (B)  
Designed a User's guide for Cost-Benefits Analysis (Business Case) software for the European ATM EMOSIA programme

**Sept.-Nov. 2004** **Sr. Technical Writer** – CTS, Velizy (F)  
Updated User's guide – Radio Transmission (MW), antennas implementation simulation

**July 2004** **Sr. Technical Writer** – INTECOM (CH)  
Updated + provided Content to the [www.intecom.org](http://www.intecom.org) website

**June 2004** **Proposal Writer** – Eurocontrol, Brussels (B)  
Designed response to bid for financial/business software

**April-May 2004** **Trainer + Author + Speaker** to European Tech Communicator societies  
Designed process to write user-friendly instructions

**Jan. 04-March'04** **Senior Technical Writer (\*)**- Eurocontrol, Brussels (B)  
Provided Software Test Plan for Radar Message Conversion and Distribution Equipment

**Aug. 03-Dec. 03** **Senior Technical Writer** – Police Fédérale, Brussels (B)  
Designed a Functional Description manual + terminology database for a software package to collect and process daily information from police stations.

**November 2003** **Senior Technical Writer** (\*) – Eurocontrol, Brussels (B)  
Analysed tasks & requirements for Web applications to the SUN One Sky Portal

**March.03-July 03** **Senior Technical Writer** – ARKOON Network Security (F)  
Performed a documentation audit – Designed a Style Guide - Collected product data to produce ITSEC compliant documentation (firewalls, encryption, VPN)

**Feb.02 – Feb. 03** **Technical Writer** - EADS Telecom (F) – Network Security  
Updated & designed System Administration Manuals, Administration Guide: Encryption, VPN, Tunnelling, Firewall – ITSEC "Common Criteria" Certification

**Jan.02-Aug. 02** **Technical Writer(\*)** - Eurocontrol, Brussels (B) – *Air Traffic Management*  
Designed a Functional Description Manual of Radar Message Conversion & Distribution Equipment (RMCDE).

**Oct.-01-Dec.01** **Technical Writer** - Tekom Zurich – *Documentation ergonomics – Spring Conference*  
Survey of GSM Documentation: Usability testing – Task description - Bug report

**Dec. 00-Aug.01** **Documentation Manager** - Nortel Networks – *Telecommunications/Network Security*  
EINSTEINet project, Hamburg, (D) and AtStake, London  
Working in the documentation department, wrote, edited and updated network security manuals. Provided a company Style Guide, a Phrase book and a Terminology Database. Built a Technical Documentation team of 6 members. Set-up and managed a Documentation library. Implemented the Documentation Control system. Participated in Project weekly meetings – Provided Progress reports to Management

**Aug. 00-Nov.'00** **Technical Writer** - Alcatel CIT, Villarceaux, (F) - *Telecommunications*  
Edited, wrote and updated Operator's manuals and Product Information Documents dealing with WDM network. Designed and updated the Company's glossary - Language used: English - Environment: Unix, Interleaf

**May – June '00** **Technical Writer** – ILOG, Gentilly (F)  
Updated ILOG Views User's Manual - Updated ILOG Studio User's Manual

**Dec. 99 - Apr. '00** **Technical writer & editor** - ASCOM, Solothurn (CH) - *Telecommunications*  
Designed an Installation and Operation Manual - Edited the GUI - Localized software and GUI -Languages: English, German and French

**Aug. 99 -Sep. 99** **Writer and Editor** - BDDP Tequila, Boulogne (F) - *On-line media & Corporate Communication*  
Edited a Web portal and proofread a CD-ROM - Language: French

**June 1998** **Technical Writer (\*)** - Alcatel CIT, Villarceaux (F) - *Telecommunications* –  
Updated Operator's Manual (Add-Drop Multiplexer) - Languages: English, French/Italian

**1997-1999** **Editor/Proofreader (\*)** - Intel France, Paris (F) -  
Edited paper documentation and Web pages

**1997-1998** **Technical Writer** - Alcatel CIT, Lannion (F) - *Telecommunications*  
Designed the Operator's Guide (Intelligent Network)

**1997 - 2001** **Editor, Localizer, Beta-tester(\*)**. MSN France (Microsoft Network),  
Les Ulis (F) - *Software editor* - <http://www.msn.fr/Default.asp>  
Provided Website content. Edited and localized on-line documentation and Web pages: MS LinkExchange, MS Search. Set-up, managed and monitored 25 MSN Communities. Beta-tested on-line end-user documentation - Language: French - Environment: Word, HTML

**1996** **Technical Writer**. Alcatel TDK Norway, Oslo (N)  
*Telecommunications* - <http://www.alcatel.no/english/>  
Updated the Operator's Manual (Network Management Software)  
Liaised with Norwegian and French Engineers

**1995-1996** **Language Specialist, Editor**. Microsoft World-Wide Products Group, Dublin, (IRL) - *Software Editor* -  
Edited and proofread CD-Roms, paper and on-line documentation.  
Language: French - Environment: MS software packages

**1993-1995** **Technical Writer - Office Manager**. - France Telecom Research Centre -  
Edited conference proceedings - Managed international research group. Designed publication database - Reported directly to the European Commission DG XIII

**1988-1993** **PA to Chairman** – Banque Harwanne, Paris (F) – Swiss private bank  
Reported to Banque de France, contributed to stock trading activities (French/German), managed staff, acted as Board Secretary.

**Computer Skills:** MS Windows packages (incl. MS Access) - Framemaker - Visio -EPIC - Photoshop -DITA

**Education:**

- *Technical Writer Post Graduate Diploma*, The American University of Paris
- *Michigan Language Test (+/- TOEFL)*, The American University of Paris
- *Legal Terminology Degree (F, D, I)* The Sorbonne University, Paris
- *Master of Arts* (French/German), The University of Paris-X Nanterre
- *British Chamber of Commerce Exam* (Business English)
- *Goethe Institut Language Exam* (German)

(\*) off-site