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Karen Buckhoff

Objective

Highly skilled, experienced, dedicated professional with experience in all aspects of software development support (technical writing, Quality Assurance, requirements interpretation and elaboration, client support) seeking an opportunity with a dynamic company that would enable me to apply my range of skills and experience.

Proven leader with demonstrated ability to form and direct successful teams of technical and non-technical professionals

Career Highlights

- Worked with the Alltel Information Systems (AIS) Enterprise Lending Development Manager to develop a development methodology for Alltel Information Services' Enterprise Lending division.
- Developed templates, procedures, and training manuals for the AIS Enterprise Lending Development Methodology.
- Played a major role in the Alltel Information Systems GUI Standards Board: maintained standards in the online tool that houses the standards based on Board decisions, and acted as author and steward of all graphical standards samples presented in the tool. Assisted in the role-out and enforcement of standards.
- As Development Manager with Alltel MaxMilion, led development team to delivery of a major custom software solution release ahead of schedule and under budget.
- Established teams of and defined the role for Development Business Analysts at two major companies: Aptis (then a subsidiary of Billing Concepts), and Alltel Information Systems (AIS).
- Helped establish a local CLEC company in a customer service and operations management capacity. Assisted in establishing necessary contracts and licenses, implemented a billing system, recruited, hired, and managed CSR staff, established HR policies and procedures, developed an Employee Handbook, and fulfilled many other operations management duties.

Professional Experience

Feb. 2003 - Present	Fidelity Information Services	Jacksonville, FL
Senior Business Analyst, Development		
Duties include:		
<ul style="list-style-type: none"> ▪ investigating client-reported problems and issues and working with developers to devise solutions. ▪ working with a team of developers and clients to identify and elaborate upon functional requirements. ▪ creating process flow, system flow, and system administration documentation. ▪ designing interface additions and changes and writing and revising functional specifications that describe them. ▪ supporting the development and other teams including QA, publications, implementation, help desk etc. by acting as the point person for application functionality and business questions. ▪ analyzing client requests, working with developers to size changes, and preparing feasibility documents. ▪ testing application service packs and releases for conformance with functional specifications and expected performance and working with developers to track and resolve issues. ▪ cross-training QA, training, help desk, implementation, and publications resources on the product and its functionality. 		

May 2003 - Present	<i>The Rented Writer</i>	N. Bennington, VT
Owner		
Established a corporate and technical documentation and software support services company that offers the following services:		
<ul style="list-style-type: none"> ▪ Documentation services for individuals: resumes, letters, reports, flyers, invitations, notices, white papers, presentations. ▪ Documentation solutions for small businesses: business plans, operating policies and procedures, employee handbooks, training manuals and materials, corporate communications styles and templates, mailing labels, business cards, forms, and Website design/review. ▪ Documentation and software support solutions for larger businesses: requirements analysis and elaboration documents, gap analysis and reports, functional specifications, software testing and associated documentation, end user, training, and technical manuals. 		
Aug. 2002 –Feb. 2003	<i>Alltel Information Systems</i>	Latham, NY
Development Manager, Post Closing & Deeds Management		
<ul style="list-style-type: none"> ▪ Managed a team of eight developers. ▪ Served as a development business analyst for the team's development projects (please see duties under Senior Business Analyst, Fidelity Information Services). ▪ Led the team to deliver a major software release of the Post Closing project two weeks early and ahead of budget. ▪ Established and managed the team's operating budget. 		
Apr. 2002 –Aug. 2002	<i>Alltel Information Systems</i>	Latham, NY
Manager, Development Business Analysis		
<ul style="list-style-type: none"> ▪ Assembled and managed a team of business analysts. ▪ Served as a development business analyst on various development projects (please see duties under Senior Business Analyst, Fidelity Information Services). ▪ Worked with the Director of Development to develop and document the location's Software Development Lifecycle (SDLC). ▪ Developed procedures and training manuals for the SDLC. 		
Dec. 2000-Apr. 2002	<i>Alltel Information Systems</i>	Latham, NY
Senior Business Analyst, Development		
Duties similar to those outlined under Senior Business Analyst for Fidelity Information services, but also included investigating competitive solutions to assess functional strengths and weaknesses, analyzing gaps in the planned design of the products being developed, preparing analysis documents to report results on competitive and industry analyses, and developing and maintaining an interface look and feel standards document for the development team (evolved later into participation on the GUI Standards Board).		
Sep. 2000-Dec. 2000	<i>Aptis, Inc.</i>	Albany, NY
Quality Assurance Analyst IV		
Performed full-scale QA tasks for the telephony operations suite of software solutions.		
Oct. 1999-Sep. 2000	Tech Valley Communications, Inc.	Albany, NY
Customer Service Operations Manager		
Helped with start-up activities on all aspects of operations. Wrote core business documentation, including the Employee Manual, policies and procedures, and training materials. Assembled and managed customer service team for local and long distance services. Implemented, tested, and helped to modify the core billing system for the company.		

Nov. 1996 – Oct. 1999 Aptis, Inc. (Billing Concepts/Commsoft, Inc) Albany, NY
Senior Manager, Requirements and Product Analysis

Started out in 1996 as a senior technical writer for the company, creating the first set of user manuals for their suite of telephony operations support software solutions. In May, 1998, established a new role within the corporate structure– development business analyst. After proving the criticality of the role in the development lifecycle, was promoted to Senior Manager, and assembled and managed a team of eight business analysts within the development organization.

May 1993 – Nov. 1996 *The Research Foundation of SUNY* Albany, NY
Writer/Editor, Office of Administrative Systems

Wrote and edited policy and procedure guides for the satellite locations of the company.

Education 1991 – 1993 *SUNY Albany* Albany, NY
1991 – 1993 *Allegheny College* Meadville, PA

B.A., English and Psychology

- Graduated with honors.

1993 – 1996 *SUNY Albany* Albany, NY
Completed coursework towards a Master of Business Administration degree.

Software Skills

Trained and experienced in using the following PC-based software: Microsoft Word, Microsoft Project, MicroSoft Excel, Microsoft Access, Microsoft PowerPoint, and other Windows '95/NT/'98/2000 utilities, FrameMaker, Paint Shop Pro, SnagIt, SQL Server 2000, PMNet, WebEx, MicroSoft FrontPage, and various custom and market defect tracking systems such as TeamTrack.

Two and a half years of experience working in an AS/400 environment, using SQL, Data File Update, and AS/400 Query tools for database retrieval, update, and investigation. Familiar with the Synon model, and with RPG and RPG ILE (in a research capacity only). Two years of experience working in a SQL Server 2000 environment on thin-client Web applications. Some limited experience in working with Rational Rose.

References

References gladly furnished upon request.