

[Portfolio](#)   [Writing](#)   [Web Work](#)   [Gallery](#)   [Contact](#)

*Printable resume in pdf format available [here](#).*

## Linda Papa

Canton, Michigan 48188

Home Phone (313) 460-1761

Email: [lifecloud@aol.com](mailto:lifecloud@aol.com)

Web site: <http://www.lifecloud.com>

### PERSONAL PROFILE

Highly motivated and creative technical writer with strong writing, editing, and instructional design experience. Proven ability to work well under pressure and reach set deadlines. Team player with ten years of experience achieving and surpassing corporate expectations with both the external and internal customer in mind. Works well independently as well as in a group environment.

**Recent accomplishments** include web publishing of approximately 1,000 historic Black Abolitionists speeches and editorials (some including audio), web based training of nine library software trainers located throughout the US and Germany, seven training manuals for major financial institution, along with on-site training of banking representatives.

#### **Skilled user of technology:**

Web Development and Design:

software used: Macromedia (Dreamweaver, Fireworks), Adobe Acrobat, Photoshop, Netscape Composer

Word Processing and Presentations:

software used: Microsoft (Word, Excel, Powerpoint)

**Multi-tasker.** Able to balance competing priorities and tight deadlines. Ability to provide quality work in a timely and efficient manner.

Effective communicator and team player. Polished telephone, interpersonal, and writing skills. Energetic, patient, diplomatic.

### WORK HISTORY

**March 2006 - present:** Instructional Designer, University of Detroit Mercy

Analyze and determine educational needs for university faculty with a focus on Blackboard course tool; design course sites as required; provide instruction to faculty and students on educational and related software; conduct follow-up evaluation on the effectiveness of course development and training.

**July 2002- March 2006:** Archivist -- Black Abolitionist Archive, University of Detroit Mercy

Compile, type, scan, and format for web publication speeches given by black Abolitionists in the early 1800s. Web documentation of original speeches published in black newspapers and now held in historic archive.

**May 2001- September 2001:** *Technical Writer*, epixtech, Inc.

Paid internship associated with Electronic Critique degree plan. Worked independently to develop training materials for new product initiative (Easy Ask search engine). Created two training manuals (one for users, one for administrators), a quick reference guide for trainers. Conducted live web training session for nine product trainers located across the US and Germany.

**January 2001- May 2001:** Web Developer -- Languages Department, University of Detroit Mercy

Working in a team of three students, developed and created a web site for the Languages Department at the University of Detroit, Mercy. The site contains new student information, as well as class schedules and staff contact information. Development included graphics and layout as specified by the department. (<http://liberalarts.udmercy.edu/~languages/>) (site updated by departmental staff since spring 2002)

**April, 1999- January, 2000:** Instructional Designer, Citicorp Data Systems, Inc.

Worked closely with Business Developers to create six training manuals for newly hired representatives from all areas of the business. Manuals were published in company's Intranet for self-directed training, and training in other states. Assisted in on-site training as required.

Developed and published training manual for Salomon Smith Barney telephone representatives.

Developed and published training manual for Retirement Plans back office and telephone representatives at my own initiative. Later this included a separate manual for branch representatives.

Developed and published several branch training manuals for various branch procedures.

**1997-1999:** Information Specialist, Citicorp Data Systems, Inc.

Created, edited, updated online database (System of Knowledge) for telephone representatives. For three months, headed project to convert and standardize branch online procedures to provide consistent information across banking markets. Promoted to Bank Officer in 1998.

**1991-1997:** Customer Service Representative, Citicorp, Data Systems, Inc.

Promoted from telephone representative to Tax Shelter Specialist after two years. Promoted to Verifier in Tax Shelter Center after a year. Verified and proofed work of eight staff members for retirement plan corrections and legal compliance. Created new customer communication letters to be used as templates for other staff. Proofed and edited correspondence and other written materials as required.

**1984-1991:** Customer Service Associate, La Quinta Motor Inns, Inc.

Promoted from telephone representative to newly created Quality Assurance Department after six months. Established this department, set up filing system, job responsibilities and workflow. Assisted in writing job description for this department. Hired an assistant after six months. Assisted in writing, publishing and promoting training manual for telephone representatives. Promoted to Customer Service Associate in 1987. Created, edited, updated, and distributed seven training manuals ("Rainbow Manuals") to Motor Inn Staff in over 200 inns across the country.

## EDUCATION

Bachelor of Arts Degree in Media Studies -- University of Detroit Mercy, Detroit, Michigan  
30 hours completed towards Associate Degree in Banking from San Antonio College, San Antonio, Texas  
Instructional Design certification received from Citicorp, Data Systems, Inc. 1998

## INTERESTS & ACTIVITIES

Literacy volunteer for Sarah King Elementary School (1997-1998) and Colonial Hills Elementary School (1999), San Antonio, Texas  
Web page creation and other computer-related activities

## REFERENCES

Renee Smith, Senior Vice President,  
Citicorp Training Department  
100 Citibank Drive  
San Antonio, TX 78245  
Email: Renee.Smith@Citicorp.com

Michael DeHoyos, Assistant Vice President  
Citicorp Training Department  
100 Citibank Drive  
San Antonio, TX 78245  
Email: Michael.DeHoyos@Citicorp.com

Joann LaValley, Assistant Vice President  
Citicorp Retirement Plan Services  
100 Citibank Drive  
San Antonio, TX 78245  
Email: Joann.LaValley@Citicorp.com

Professor Marcel O'Gorman  
Director, Electronic Critique Program  
University of Detroit Mercy  
4001 W. McNichols Rd.  
Detroit, MI 48219  
(313) 993-2009  
Email: Marcel@e-crit.com

---

[Portfolio](#)   [Writing](#)   [Web Work](#)   [Gallery](#)   [Contact](#)