

Chris Virtue

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Career Summary

- 6/99 – present Technical writing, documentation, instructional design, process analysis and training services across a broad range of industries, including:
- ✓ Banking and finance
 - ✓ Manufacturing
 - ✓ IT and Telecommunications
 - ✓ Media
 - ✓ Health
 - ✓ Government
- 01/89 – 6/99 In House Technologies Pty Ltd
Learning & Development Consultant, and General Manager Responsible for:
- ✓ Consultancy services
 - ✓ Training development and documentation
 - ✓ Instructional design
 - ✓ Client services web design and development
 - ✓ Project management
 - ✓ Delivering training and presentations
 - ✓ Development, maintenance and support
 - ✓ Office and development technologies
- 05/83 – 12/88 Self-employed Transport Proprietor
- 06/78 – 04/83 Commonwealth Bank of Australia
Duties included:
- ✓ Training Officer Responsible for induction of new staff, technical training, teller & ledger training,
 - ✓ Ledger supervisor

Skills and Attributes

- ✓ Excellent communication skills.
- ✓ Ability to grasp new concepts quickly.
- ✓ Strong literary and verbal skills.
- ✓ Prepared to travel if required.
- ✓ Skilled in a number of documentation tools including:
 - ✓ Microsoft Office (Word , Excel, PowerPoint, Visio)
 - ✓ Lotus Notes
 - ✓ Abode FrameMaker
 - ✓ Adobe Photoshop
 - ✓ Microsoft SharePoint
- ✓ Experienced with several operating systems (all flavours of Windows, OS/2, Linux, BSD, Unix, OS/400, Macintosh)
- ✓ Experienced with SAP, BPCS, Maximo, Pronto
- ✓ Skilled in a number of documentation tools including Adobe Captivate

Education

- 2007 Certificate IV in Training and Assessment.
- 2003 Successfully completed a CELTA (Certificate in English Language Teaching to Adults) course at Australian College of English, Bondi Junction
- 2000 Information Mapping, Tactics Consulting, Sydney
- 1977 Bachelor Agricultural Science, LaTrobe University (not complete)
- 1976 HSC De La Salle College, Malvern Victoria

Career History in Detail

Role Summary Matrix

Role	Technical Writing	Instructional Design Training Development	Project Management	Process Analysis
MLC (NAB Wealth)	✓			✓
CBA Enterprise Services	✓	✓		
Health Education Training Institute		✓		
BPAY	✓			
TransGrid		✓		
John Holland Rail	✓			
CBA Enterprise Services	✓	✓		
New South Wales Fair Trading	✓			
Breville Group	✓			
New South Wales Business Link	✓			
On-Demand Training Solutions			✓	
CBA Corporate Services	✓			✓
Salvation Army	✓			
H. J. Heinz	✓			
RAMS Home Loans	✓			
Verizon Business	✓			✓
News Limited	✓			✓
Australian Commission on Quality and Safety in Healthcare	✓		✓	
CPA Software Solutions	✓			
Westpac	✓			✓
SWTE Ltd	✓	✓		✓
Dry-Treat	✓	✓		
RailCorp		✓		
CountryLink		✓		
Boral Ltd	✓			
Pfizer	✓			
Arnotts	✓			✓
Astra-Zenica		✓	✓	
Huhtamaki		✓	✓	
BOC Gases		✓	✓	
Ricoh	✓	✓	✓	✓
Unisys	✓			
Van Leer Group	✓	✓		✓

MLC (NAB Wealth)

November 2013 – December 2014

Documentation analyst (contract)

Business Requirement Document work instructions and business processes

- Responsibilities**
- ✓ Review and analysis of existing materials.
 - ✓ Work with subject matter experts to design work instructions for back office staff
 - ✓ Develop end-to-end process documentation
 - ✓ Identify process gaps
 - ✓ Develop draft controls matrices

CBA Enterprise Services

October 2013 – November 2013

Learning developer (contract)

Business Requirement Develop learning programs and user documentation to support changes to a customer management system.

- Responsibilities**
- ✓ Review and analysis of existing processes and procedures.
 - ✓ Develop new user support documentation.
 - ✓ Develop eLearning programs.
 - ✓ Work with change analysts to design and develop necessary materials.

Health Education Training Institute

February 2013 – August 2013

Instructional Designer, eLearning consultant (contract)

Business Requirement Develop eLearning programs.

- Responsibilities**
- ✓ Review and analysis of existing materials.
 - ✓ Develop plans.
 - ✓ Develop draft outlines.
 - ✓ Work with subject matter experts to design and develop eLearning applications.

BPAY

September 2012 – December 2012

Technical writer (contract)

Business Requirement Develop implementation and operation guides for a new product release.

- Responsibilities**
- ✓ Review and analysis of existing documentation.
 - ✓ Develop documentation plan.
 - ✓ Work with subject matter experts to design and develop product documentation.
 - ✓ Develop client-oriented technical documentation from development documents.

TransGrid

February 2012 – July 2012

Instruction Designer (contract)

Business Requirement Develop training materials for substations electrical fitters

- Responsibilities**
- ✓ Worked with subject matter experts to design and develop training materials.

John Holland Rail

October 2011 – December 2011

Technical Writer (contract)

Business Requirement Document processes and procedures to support the business in running a rail network

Responsibilities ✓ Worked with subject matter experts to design and develop procedures and process maps.

CBA Enterprise Services

August 2011 – October 2011

Technical Writer (contract)

Business Requirement Develop training materials and procedures for the implementation of new methods in managing business requirements.

Responsibilities ✓ Worked with subject matter business analysis experts to design and develop training materials and procedures

New South Wales Fair Trading

August 2011

RFQ Document Writer (contract)

Business Requirement Prepare a request for quote (RFQ) for the upgrade of hardware and software for a core hosted business application.

Responsibilities ✓ Worked with the project manager to review existing documentation.
✓ Developed a comprehensive RFQ including business requirements, vendor questionnaire and response template.

Breville Group

July 2011

Technical Writer (contract)

Business Requirement Document AS/400 administration procedures prior to a staff member's retirement

Responsibilities ✓ Worked with subject matter experts to develop and document procedures

New South Wales Business Link

January 2011 – June 2011

Technical Writer, Process Documentation (contract)

Business Requirement Prepare standard operating procedures at the work instruction level for financial reporting processes.

Responsibilities ✓ Worked with subject matter experts to develop and document procedures
✓ Assisted in the development of the Finance SharePoint site

On-Demand Training Solutions

April 2011

Project manager (one-off project)

Business Requirement Redesign of the company's web site

- Responsibilities**
- ✓ Developed the proposal and quotation
 - ✓ Recruited and managed contractors
 - ✓ Liaised with the client to coordinate content gathering
 - ✓ Quality control
 - ✓ Migration of the new site in the live environment

Commonwealth Bank – Corporate Services

November 2009 – December 2010

Process Documenter and Analyst (contract)

Business Requirement Development of the Commercial Design Manual, development of property management processes, development of SAP and Maximo procedures and development of various process maps and procedure manuals.

- Responsibilities**
- ✓ Worked with Project Directors and Property Managers to develop and document processes
 - ✓ Worked with the Project Administrator to develop SAP procedures
 - ✓ Provided process analysis in a review of the property budget process
 - ✓ Worked for Security Managers to develop a building access manual
 - ✓ Worked with various staff to map to end-to-end processes across the business

Salvation Army

October 2009

Technical Writer (contract)

Business Requirement User guides for their Volunteer Management System and the boardroom video conference facilities.

- Responsibilities**
- ✓ Worked with the Volunteer Coordinator and IT projects Manager to develop the user guides.

H. J. Heinz

August 2009 – September 2009

Technical Writer (contract)

Business Requirement BPCS work instructions for Heinz integration of Golden Circle into the business.

- Responsibilities**
- ✓ Worked with shop floor staff to document manufacturing, procurement and inventory procedures.

RAMS Home Loans

June 2008 – January 2009

Technical Writer (contract)

Business Requirement Conversion of RAMS home loans policies into an on-line format

- Responsibilities**
- ✓ Reviewed and edited existing policies document
 - ✓ Worked with the Senior Risk Manager to ensure that the new documents were linked to all the business rules
 - ✓ Ongoing maintenance as business rules change

Verizon Business

December 2008

Technical Writer and Team Leader (contract)

Business Requirement Documentation of the American Express voice and data networks in the Asia – Pacific region to assist Verizon Business prepare an outsourcing proposal.

Responsibilities

- ✓ Interviewed subject matter experts
- ✓ Collated and annotated network diagrams
- ✓ Reviewed and updated procedure documentation
- ✓ Point of contact for American Express management
- ✓ Point of contact for global project management
- ✓ Prepared progress reports for the global project manager
- ✓ Chaired team meetings

News Limited

July 2008 – August 2008

Documents writer (contract)

Business Requirement Preparation of a Request for Proposal (RFP) for a new circulation and subscription system at News Limited

Responsibilities

- ✓ Captured the business requirements of the new system from divisional managers
- ✓ Liaised with the National Information Systems Manager to determine hardware and software compliance requirements
- ✓ Grouped business requirements under functional headings
- ✓ Prepared and distributed the draft RFP
- ✓ Incorporated feedback from managers and other stakeholders
- ✓ Produced the final document for sign-off by all stakeholders

Australian Commission on Quality and Safety in Healthcare

May 2008

Project manager and author (one-off project)

Business Requirement Development of a set of fact sheets on Open Disclosure.

Responsibilities

- ✓ Project manager and client liaison to determined the requirements
- ✓ Recruited and managed sub-contractors who conducted research and prepared draft documents
- ✓ Reviewed and edited the draft documents
- ✓ Completed final documents with client feedback
- ✓ Managed budget and project plan

CPA Software Solutions Pty Ltd

January 2008 – May 2008

Technical Writer (contract)

Business Requirement Preparation of user guides for new software products; review and updating existing documentation for new releases of existing products.

Responsibilities

- ✓ Worked with subject matter experts and developers to prepare user guides for new products
- ✓ Participated in development team meetings
- ✓ Reviewed updated existing documentation for new product releases

Westpac

January 2007 – December 2007

Technical writer (contract)

Business Requirement Documentation of processes and procedures at the Westpac Processing Centre in Concord West

Responsibilities

- ✓ Reviewed existing documentation
- ✓ Scoped new documents
- ✓ Worked with subject matter experts to capture processes
- ✓ Production of new procedure documentation
- ✓ Assisted in refining processes for outsourcing purposes

SWTE Ltd

Ongoing through 2005 and 2006

Technical writer and training developer (contract)

Business Requirement Development of training materials and user documentation for an on-line shared accommodation management system

Responsibilities

- ✓ Worked with the application owner to determine requirements
- ✓ Used the test system to develop training scenarios
- ✓ Produced self-paced training guides
- ✓ Produced user guides for different types of end-user

Dry-Treat

November – December 2006

Technical writer (contract)

Business Requirement Update Dry-Treat's reference materials and product handbook

Responsibilities

- ✓ Worked with the Product Manager to determine requirements
- ✓ Updated the product handbook to reflect changes to products
- ✓ Assisted with the development of a training plan for overseas agents
- ✓ Assisted with the development of accreditation plans for distributors

RailCorp

Various from March 2005 – July 2006

Curriculum Developer (contract)

Business Requirement Development of RailCorp's safety refresher training for network operations personnel (signallers, train controllers, shunters and superintendents)

Responsibilities

- ✓ Attended Course Committee meetings to determine curriculum requirements
- ✓ Liaised with stakeholders and trainers to develop courseware
- ✓ Prepared facilitator guides, workbooks and assessment tools
- ✓ Conducted train the trainer sessions
- ✓ Oversaw pilot programs
- ✓ Conducted quality review of courses
- ✓ Reported to management on the outcome pilot programs

CountryLink

Various from March 2005 – July 2006

Curriculum Developer (contract)

Business Requirement Upgrade of CountryLink's Passenger Attendant induction training to Certificate II in Transport & Distribution (Rail Operations)

Responsibilities

- ✓ Attended Course Committee meetings to determine curriculum requirements
- ✓ Reviewed existing courseware.
- ✓ Liaised with stakeholders and trainers to develop courseware
- ✓ Prepared facilitator guides, workbooks and assessment tools
- ✓ Conducted train the trainer sessions

Boral Ltd

June 2005 – September 2005

Technical Writer (contract)

Business Requirement User guides for a new billing and hiring system at Boral.

Responsibilities

- ✓ Reviewed and edited draft documentation
- ✓ Conducted a training needs analysis
- ✓ Worked with product managers to develop training scenarios
- ✓ Produced new documentation as required

Pfizer

October 2004 – November 2004

Technical Writer (contract)

Business Requirement Work instructions for Pfizer's research and development staff.

Responsibilities

- ✓ Liaised with senior laboratory technicians to review existing documentation
- ✓ Developed custom work instructions for calibrating laboratory equipment from manufacturers' product guides.

Arnotts

November 2003 – December 2003

Technical Writer (contract)

Business Requirement Documentation of finance procedures and IT systems and procedures prior to a Sarbanes-Oxley audit at Arnotts

Responsibilities

- ✓ Worked with finance department staff to document existing finance procedures.
- ✓ Collated outsourcing contracts
- ✓ Documented IT systems
- ✓ Documented network back-up and disaster recovery procedures

Astra-Zenica

2003

CBT Developer (contract – one-off project)

Business Requirement Training for factory staff on the use of an SAP application to be delivered by CBT across a LAN.

- Responsibilities**
- ✓ Prepared proposal and project budget
 - ✓ Prepared project plan
 - ✓ Liaised with training managers and application experts to analyse training needs
 - ✓ Worked with application experts and implementation consultants to develop training scenarios
 - ✓ Prepared the functional specification for the CBT application
 - ✓ Recruited and managed graphic artist (sub-contractor)
 - ✓ Coded CBT application and installation programs
 - ✓ Coordinated internal and user acceptance testing
 - ✓ Managed the budget and project time line

Huhtamaki

June 2002 – January 2003

CBT Developer (contract – one-off project)

Business Requirement Induction training for factory and office staff, including OH&S, EEO and other company policies delivered by CBT

- Responsibilities**
- ✓ Prepared proposal and project budget
 - ✓ Prepared project plan
 - ✓ Liaised with training managers and OH&S staff to analyse training needs
 - ✓ Worked with product managers to develop corporate profile content
 - ✓ Prepared the functional specification for the CBT supplication
 - ✓ Overall instructional design
 - ✓ Liaised with film unit
 - ✓ Digitised all media
 - ✓ Recruited and managed sub-contractors to develop content
 - ✓ Coded CBT application and installation programs
 - ✓ Coordinated internal and user acceptance testing
 - ✓ CD-ROM mastering
 - ✓ Managed the budget and project time line

BOC Gases

December 2000 – June 2002

CBT Developer (contract – one-off project)

Business Requirement Production of a multimedia CBT training system via CD-ROM on Safety, Health, Environment, Quality (SHEQ) for managers.

- Responsibilities**
- ✓ Prepared proposal and project budget
 - ✓ Prepared project plan
 - ✓ Worked with stakeholders to determine course content
 - ✓ Initial instructional design for the prototype
 - ✓ Recruited and managed sub-contractors
 - ✓ Briefed other instructional designers
 - ✓ Outsourced media conversion
 - ✓ Coded CBT application and installation programs
 - ✓ Coordinated internal and user acceptance testing
 - ✓ Managed the budget and project time line

Ricoh

June 1999 - December 2000

Technical writer and training developer (contract)

Business Requirement IT systems, policies and procedure documentation

- Responsibilities**
- ✓ Worked with Chief Information Officer to determine documentation requirements
 - ✓ Minuted IT department meetings
 - ✓ Worked with the Lotus Notes Administrator to design document databases
 - ✓ Worked with IT staff to document IT systems and procedures
 - ✓ Developed IT, internet and email usage policies
 - ✓ Developed draft service level agreements between IT department and business units
 - ✓ Worked with the Human Resources Manager and CIO to determine IT training strategy
 - ✓ Developed user training on business applications (facilitator guides and participant workbooks)
 - ✓ Developed disaster recovery plans
 - ✓ Catalogued IT technical information and software licences
 - ✓ Developed a CBT induction program
 - ✓ Mentored IT trainers
 - ✓ Reviewed Quality Department documentation systems

Unisys

June 2000 – September 2000

Technical writer (contract)

Business Requirement Update user documentation for the new release of the Unisys Enterprise Application Environment (formerly known as LINC)

- Responsibilities**
- ✓ Worked with the Documentation Manager to determine project scope.
 - ✓ Interviewed developers to determine new features and changed terminology
 - ✓ Reviewed and amended all UEAE user documentation

Van Leer Group

June 1999 – August 2000

Technical writer (contract)

Business Requirement Documentation of business processes and procedures and preparation of training materials for Van Leer Australia's upgrade of BPCS

- Responsibilities**
- ✓ Worked with Financial Controllers to document finance and accounting procedures
 - ✓ Worked with Business Analysts to streamline business processes and define job roles
 - ✓ Worked with Sales and Production Managers to design work flows
 - ✓ Worked with shop floor staff to document manufacturing, procurement and inventory procedures
 - ✓ Worked with subject matter experts to develop training materials
 - ✓ Developed facilitator guides and participant workbooks
 - ✓ Mentored and coached peer trainers
 - ✓ Worked with IT staff to document IT systems and procedures
 - ✓ Worked with the IT Manager to develop IT usage policies

In House Technologies Pty Ltd

January 1989 – June 1999

Business Requirement Computer-based training and multimedia applications for corporate and government clients, including AMP, Mercantile Mutual, CU Insurance, Department of Defence, University of New South Wales, University of Technology Sydney and MLC.

Responsibilities

- ✓ Instructional design
- ✓ Sourced and evaluated development tools
- ✓ Installed and maintained office IT systems, networks and communication systems
- ✓ Trained fellow staff and contractors in the use of tools
- ✓ Designed coding structures
- ✓ Liaised with client IT departments to determine compatibility and compliance requirements
- ✓ Conducted compliance audits
- ✓ Developed and maintained the office disaster recovery plan
- ✓ Coordinate internal and client acceptance testing
- ✓ Requested new features from tool developers
- ✓ Resolved hardware and software issues with client systems
- ✓ Creating and maintaining the company web site

References available on request