

WRITING AND TRAINING EXPERIENCE

SCOTTIE KERSTA-WILSON

TABLE OF CONTENTS

WEB-BASED TUTORIALS	1
AEP (American Electric Power)	1
Akzo Nobel Polymer Chemicals	1
Alliant Energy	1
Frito-Lay, Inc. (a member of PepsiCo, Inc.)	2
Kaiser Permanente	2
Onsite Companies, Inc. (a member of Allegis Group, Inc.)	2
TRAINING AND END USER DOCUMENTATION	3
Kutak Rock LLP	3
Manpower Inc.	3
Molex	3
Oakwood Healthcare Centers	3
Samsung Electronics	4
Sears, Roebuck and Co.	4
Tribune Company	4
The United States Mint (U.S. Department of the Treasury)	4

TO REQUEST A CD WITH DETAILED SAMPLES, CONTACT kersta@imagediary.com

WEB-BASED TUTORIALS

AEP (American Electric Power)

AEP (Columbus, OH), a top power generator in the U.S. and a leading marketer of power, natural gas, and related products & services implemented PeopleSoft 8.0.

My role on the WBT team was as follows:

- Wrote WBT content for Requisitions and Human Resources (Self-Service and Time Reporting) modules

Akzo Nobel Polymer Chemicals

Akzo Nobel Polymer Chemicals (Chicago, IL) holds worldwide positions in the production, handling and supply of organic peroxides, metal alkyls, and other polymerization catalysts; they were implementing SAP R/3 4.6c for Materials Management (MM), Sales and Distribution (SD), and Plant Maintenance (PM).

My roles on the WBT team were as follows:

- Assisted in selling the engagement with client contact, proposal development, and customized solution
- Project Manager
- Built and coded SAP Basics and Navigation module using Macromedia Dreamweaver MX
- Provided content and coding for Materials Management (MM), Plant Maintenance (PM), and Sales and Distribution (SD) transactions using Macromedia Dreamweaver MX

Alliant Energy

Alliant Energy (Madison, WI), an energy holding company with regulated utility providers as well as non-regulated companies involved in delivering energy-related products and services implemented PeopleSoft 8.0.

My roles on the WBT team were as follows:

- Assisted in selling the engagement with client contact, proposal development, and customized solution
- Wrote content, built and coded Requisitions module using Macromedia Dreamweaver MX

Frito-Lay, Inc. (a member of PepsiCo, Inc.)

Frito-Lay, Inc. (Plano, TX), the nation's leading snack food company, implemented Oracle 11 for its internal purchasing and inventory processes.

My role on the WBT team was as follows:

- Built and coded Oracle Purchase-to-Pay WBT using XStream Software RapidBuilder 3.0

Kaiser Permanente

Kaiser Permanente's Clinical Information System (CIS) Release 1.5 (Colorado, California, Hawaii) is a proprietary electronic health record system that provides real-time access to patients' medical history, updates to progress notes, and medication, lab, and imaging orders.

My roles on the CIS WBT team were as follows:

- Became skilled at proprietary CIS Release 1.0 in order to complete the initial needs assessment for Release 1.5 training
- Designed and wrote content for prototype WBT module
- Learned to use proprietary CIS Release 1.5 as it was rolled out to the client
- Lead content writer on storyboards for 13 hours of WBT modules including Progress Notes, Orders, and Formularies
- Built and coded portions of the WBT using Macromedia Dreamweaver MX

Onsite Companies, Inc. (a member of Allegis Group, Inc.)

Onsite Companies (Baltimore, MD) is a provider of commercial and technical staffing implementing PeopleSoft 8.0 for its customer service representatives.

My roles on the WBT team were as follows:

- Project Manager
- Built and coded PeopleSoft Human Resources Billing, Time Entry/Approval, and Reporting WBT using XStream Software RapidBuilder 3.0

TRAINING AND END USER DOCUMENTATION

Kutak Rock LLP

Kutak Rock (Scottsdale, AZ, Atlanta, GA), a national firm of more than 300 lawyers, emphasizing corporate securities, real estate, tax, public finance, and litigation, implemented a document management system (DMS).

My role on the implementation was as follows:

- Trained attorneys, paralegals, and legal secretaries in use of the DMS and MSWord

Manpower Inc.

Manpower Inc. (Milwaukee, WI), a worldwide provider of employment opportunities to more than 2 million people per year and staffing services to 400,000 customers, implemented a proprietary system, PowerBase, for customer service representatives.

My roles on the training team were as follows:

- Wrote CBT content for proprietary employee hiring and skill matching to sought-after-staffing system
- Wrote CBT content for proprietary time entry system for temporary employees and customer service representatives
- Wrote content for proprietary System Maintenance reference manual
- Trained Super Users in Employment, Skill Matching, and Time Entry modules

Molex

Molex (Lisle, IL), the world's second-largest manufacturer of electronic, electrical and fiber optic interconnection products and systems, implemented SAP R/3 3.0.

My role on the training team was as follows:

- Wrote content for Quality Management (QM) module reference manual

Oakwood Healthcare Centers

Oakwood Healthcare Centers (Dearborn, MI), a leader in providing comprehensive, convenient and excellent healthcare services, implemented PeopleSoft 7.5.

My roles on the training team were as follows:

- Wrote content for Requisition reference manual
- Trained Accounts Payable and Purchasing Super Users in Requisition processes

Samsung Electronics

Samsung Electronics (Dallas, TX) manages strategic businesses in the following fields: Home, Mobile, Office Network and Core Components, and they implemented an upgrade to SAP R/3 4.6.

My roles on the training team were as follows:

- Wrote content and coded WBT content for SAP Basics and Navigation and Materials Management (MM) transactions using Global Knowledge OnDemand v5
- Presented Pilot Training to 15 Super Users in SAP Basics and Navigation, Materials Management (MM), and Sales and Distribution (SD) modules
- Wrote Train-the-Trainer content and delivered training to 15 Super Users

Sears, Roebuck and Co.

Sears, Roebuck and Co. (Hoffman Estates, IL), a leading retailer of apparel, home and automotive products and services, implemented PeopleSoft 7.5.

My roles on the training team were as follows:

- Project Manager
- Wrote content for PeopleSoft Basics and Navigation reference manual
- Edited and tested content for PeopleSoft Projects module

Tribune Company

Tribune Company (Chicago, IL), one of the country's premier media companies, operating businesses in broadcasting, publishing and on the Internet, implemented PeopleSoft 7.5.

My role on the training team was as follows:

- Wrote content for Requisition and Purchasing reference manuals

The United States Mint (U.S. Department of the Treasury)

To improve the primary mission of the United States Mint (Washington, DC), production of an adequate volume of circulating coinage for the nation to conduct its trade and commerce, they implemented PeopleSoft 7.5 for internal business processes.

My roles on the training team were as follows:

- Conducted Needs Analysis at the West Point Mint
- Wrote content for Requisition reference manual
- Trained Requisition users at the Philadelphia and San Francisco Mints