

# Louellen Sue Coker

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Content Solutions

1413 E. McKinney, Denton, TX 76209, lcoker@yourcontentsolutions.com, (940) 384-9407

## Summary of Qualifications

- Innovative instructional designer with 14 years experience designing and writing user focused documentation and training materials.
- Experience in managing documentation projects according to JoAnn Hackos' documentation management strategies.
- Able to create online and print documents that meet the specific and diverse needs of audiences.
- Completed graduate level courses in Applied Technology, Training and Development, which included evaluating training according to Kirkpatrick's four levels of evaluation.
- Completed online and instructor-led training in various software programs and PMBOK.
- Completed graduate level courses based on William Horton's Design and Writing Online Documentation.

## Education

**Master of Arts** in Technical Writing with a minor in Applied Technology, Training and Development  
University of North Texas, Denton, Texas  
August 2002

**Secondary English Certification**  
Texas Woman's University, Denton, Texas  
May 2000

**Bachelor of Arts** in Political Science with concentrations in English and Communications  
Baylor University, Waco, Texas  
December 1991

## Technical Tools

**Web:** GoLive, Dreamweaver, FrontPage

**Documentation Tools:** PageMaker, QuarkXpress, Acrobat, Microsoft Office suite, InDesign

**Graphics:** Photoshop, Illustrator, Fireworks, Freehand

## Professional Experience

**President, Content Solutions, Denton, TX**  
06/03-Current

- Utilize PMBOK principles to complete full life cycle projects.
- Write, edit, and design award-winning newsletters, magazine inserts, procedures, presentations, as well as marketing and training materials for clients utilizing Word, Photoshop, PageMaker, QuarkXpress, InDesign, Illustrator, GoLive, and PowerPoint.
- Analyze the goals of clients and the needs of users to create documents that fulfill their purpose utilizing Word, Excel, PowerPoint, Front Page, Illustrator, Photoshop, QuarkXpress, InDesign, PageMaker, and GoLive.

**Training Coordinator, Centex Construction Company-Southwest, Dallas, TX**  
10/01-06/03

- Wrote, edited, and designed quick reference guides and training materials for internal software utilizing Word, Photoshop, QuarkXpress, and PowerPoint.
- Analyzed the goals of clients and the needs of users to create documents that fulfill their purpose utilizing Flash, QuarkXpress, Word, and PowerPoint.
- Worked with section managers to revise, edit, write, and maintain Centex Construction Company-Southwest's online Standard Operating Procedures utilizing Lotus Notes, Wordpro, 123, Word, Excel, and Acrobat.
- Worked with internal and external trainers to create training documentation.
- Mentored and supervised technical writer interns.

**Public Relations Assistant, CoServ, Corinth, TX**  
7/00-4/01

- Utilized PMBOK principles to create two award-winning monthly publications—*CoServ Connections* employee newsletter and *Texas Co-op Power Magazine* local pages insert.
- Interviewed subject matter experts and created award-winning pamphlets, forms, and brochures utilizing Word, PhotoShop, and PageMaker.
- Consulted with CoServ's President, Vice President and department leaders to write, edit, and design marketing materials, proposals, and company manuals.

**English Instructor, Little Elm High School, Little Elm, TX**  
8/98-6/00

- Developed instructional units presented at the 1999 NCTE National Convention utilizing Word and PowerPoint.
- Taught Sophomore English.
- Coached students for University Interscholastic League (UIL) academic competition and directed District UIL competition.

**Course Designer, Instructor, Mido Foreign Language School, Seoul, S. Korea**  
3/95-7/97

- Wrote, edited, and designed training aids, web pages, and course materials for an Intensive English program utilizing Word and FrontPage.
- Wrote, edited, and designed instructional materials and taught English and English as a Second Language to students aged 8-20 utilizing Word.
- Created templates and design standards for the institute.