

# Gail Jurczyk

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**Gabriel, Inc.**  
2045 N. Mayburn St.  
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## Summary

Help clients by making the most of the material they have already developed to document their hardware or software products. I excel at documenting a project while it is under development, communicating closely with the team.

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## Qualifications

- **Software Development Information Capture.** Have documented all phases of custom software development projects—from the quoting stage through requirements analysis, functional specification, high level design, users' documentation, on-line documentation, training materials and job aids.
  - **Team, Individual Communications.** Worked with design, engineering, and manufacturing subject matter experts of diverse cultures working for DaimlerChrysler, General Motors, Ford Motor Company, and tier one suppliers producing technical documents in one "voice." Documented processes throughout enterprise management system.
  - **Editorial Guidelines Usage.** Have followed the corporate diagramming and documentation standards of client firms, universities, and standards organizations such as ISO.
  - **International Standards Compliance.** Have helped 3 companies (7 plant sites) to achieve and maintain QS-9000 or ISO 9002 registration. Edited engineering standards authored by multicultural experts to comply with international standards.
  - **Goal and Deadline Focus, Cooperative Style.** I have a helpful attitude, a consensus-building personality and a self-starting, conscientious work style.
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## Experience

### Technical Editor, On-Line Documentation Developer

- Edited and posted to the internet the specifications for an international collaboration of automotive telematics experts developing ISO-compliant standards for interfaces of mobile information and entertainment systems.
- Documented and posted to corporate intranets hardware and software products, manufacturing processes, and business policies/ procedures in reference manuals and job aids. Wrote promotional material, published articles about technical subjects.
- Supported software development projects in the design as well as the implementation and maintenance phases of development. Created on-line documentation to be embedded in software on corporate intranets.
- Clients: Beaumont Hospital; INCAT; Automotive Multimedia Interface Collaboration; Digital Equipment Corp.; Electronic Data Systems Corp.; Chrysler Corporation; Unisys Corporation; National Bank of Detroit; Nekoosa Paper; Ford Motor Company; Chevrolet; Alexis National Office; SofTech, Inc.; Wico Metal Products Company; EDP Company; Emergent Systems

### Instructional Developer

- Designed and taught proposal writing to the sales staff of a CAD products company.
  - Designed and wrote class materials for system managers learning hardware/software deployment and management.
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- Wrote video and audio scripts with supporting workbooks and assessments.
- Taught a course in Technical Writing for Washtenaw Community College.
- Clients: INCAT; Altiris; Ameritech; New Venture Gear, Inc.; Ford Motor Company; Creative Universal, Inc.; Crown Zellerbach; Weyerhaeuser; Volkswagen of America (Dealer support); and Procter & Gamble.

#### **Business Writer, Editor**

- Answered RFQs, RFPs by helping the bidding company's team members to develop their response and the required documentation.
- Edited books, articles, and dissertations.
- Clients: Digital Equipment Corporation; SofTech, Inc., Wico Metal Products, Inc.; Integrated Systems Technologies, *Computer-Aided Engineering* magazine.

#### **QS-9000 and ISO 9002 Consulting**

- Helped companies obtain QS-9000 or ISO 9002 registration: identified and improved process flows; developed and wrote policies, procedures, and work instructions; and taught employees to manage internal audit schedules.
- Clients: DaimlerChrysler Corporation; New Venture Gear, Inc.; Wico Metal Products Company; EDP Company.

#### **Disaster Mitigation Consulting**

- Wrote corporate plan for complying with AIAG requirements for Year 2000 readiness. Served as the Communications member of a corporate Y2K team.
- Created and maintained the student directory and the emergency fan out method, policies, and procedures for the largest private elementary school in Michigan.
- Clients: New Venture Gear, Inc., Our Lady of Sorrows school

<b>Employment History</b>	1985 – Present	Gabriel, Inc.	Self-employed technical communications & standards implementation consultant
	1983 – 1985	SofTech, Inc.	Technical Writer, Proposal Editor
	1982 – 1983	Modern Engineering	Speech, script writer for R&D department of General Motors Corp.
	1979 – 1982	Creative Universal	Instructional developer
<b>Software</b>	<ul style="list-style-type: none"> <li>• MS Word, Excel, Visio, Project, Access</li> <li>• Adobe Dreamweaver, Acrobat, FrameMaker</li> </ul>	<ul style="list-style-type: none"> <li>• Lotus Notes</li> <li>• HTML, CSS, Windows WinHelp</li> </ul>	
<b>Education</b>	<b>University of Michigan Honors College, Ann Arbor, MI</b> 1979 Bachelor of Arts, English Continuing Education: Coursework in quality standards from AIAG, DaimlerChrysler 7 step training, seminars in manufacturing and lean production practices.		