

Elise Barrus

1689 W 8295 S #10 ♦ West Jordan, UT 84088 ♦ (801) 649-9323 ♦ madame.barrus@gmail.com

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Mike Smith, HR Director
Q Analysts
57 West 200 South
Suite 500
Salt Lake City, UT 84101

Dear Mr. Smith,

From dice.com I found the job request for a technical writer. I am very interested in this position and I feel that my experience in writing technical documents along with my motivated attitude makes me an excellent candidate for the position.

I understand that the potential employee needs to have the ability to work well with other members of the technical staff. I have quite a lot of experience working collaboratively with others. I am currently working with a writer to create a training manual for a non-profit organization. This will be the second one I have helped create for this organization. I am also working with another technical writer to convert a software training manual into a video using Adobe Captivate. These projects alone have helped me understand the importance of working well with other writers to meet deadlines. I have been an intern at Spillman Technologies for six months in the documentation department. There I have:

Learned proper formatting of technical documents, a variety of software programs such as the Adobe Suite and Microsoft Office programs, and html code, to name a few things. I have used these skills to reformat two of the company's manuals, convert a training manual into a training video, and recreate a chart for one of the manuals.

Attached is a copy of my resume which shows in detail my experience. I look forward to further discussing a possible position with your company. Thank you for your time and consideration.

Sincerely,

Elise Barrus

Table of Contents

Usability: A Definition **1**

“Usability” is defined for those not familiar with the term commonly used in technical documentation. The understanding of this term will help companies improve their products and services by defining what makes a product usable.

Adding Items to Your Etsy Shop **2**

This document includes simple step by step instructions for any person getting started selling products on etsy.com. Etsy.com is an online store developed for people to sell handmade items.

Getting Started with Virtual Agent **5**

This document is the first of many documents designed for clients of Virtual Agent. It details how to set up a profile and the basics of getting started with a Virtual Agent account.

What is Usability?

Usability is a term that describes how effectively an interface interacts with a specified audience.

Why is usability important?

Good usability makes the interface more accessible to a wider range of users.



What components specify usability?

- Learnability

Does the interface use more than one method of training to teach the same concepts?

- Efficiency

How quickly can the users complete the interface?

- Memorability

Is the interface easily retainable in the user's memory?

- Satisfaction

Is the interface satisfying to a broad range of users?

By testing a product's usability, companies are more likely to have success with their product, resulting in higher customer satisfaction with the company in general.

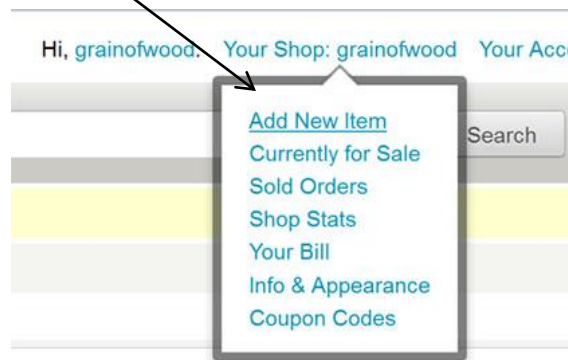
Adding Items to Your Etsy Shop

Logging In

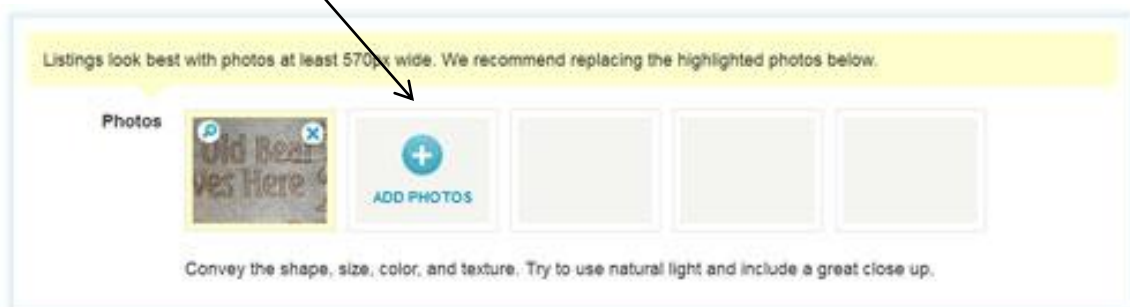
1. Visit www.etsy.com
2. Click **Login** at the top of the screen
3. Type in your email or username and password

Adding a New Item

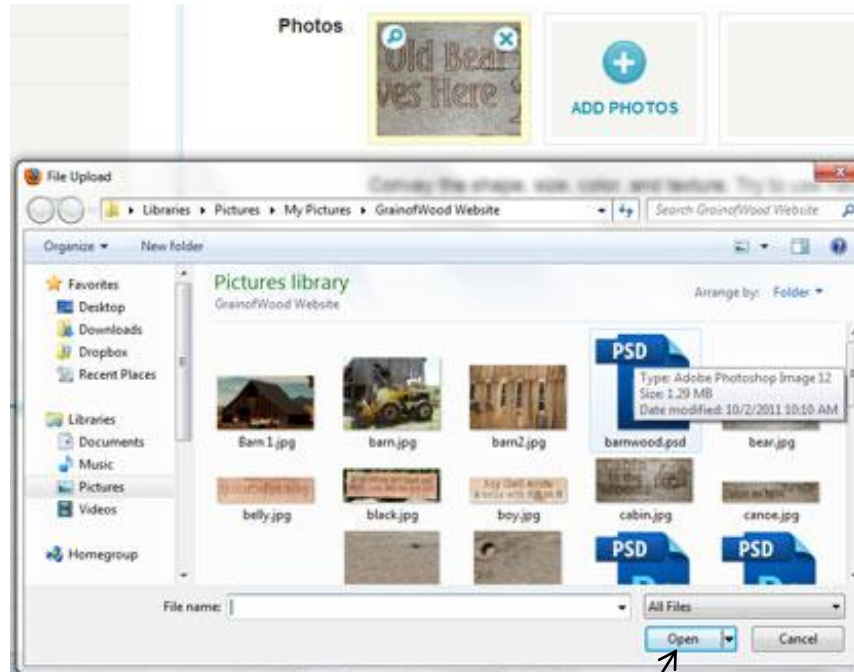
1. Hover your mouse over **Your Shop** until the dropdown appears.
2. Select **Add New Item**.



3. Fill out the required information about your item.
4. Click Add Photos.



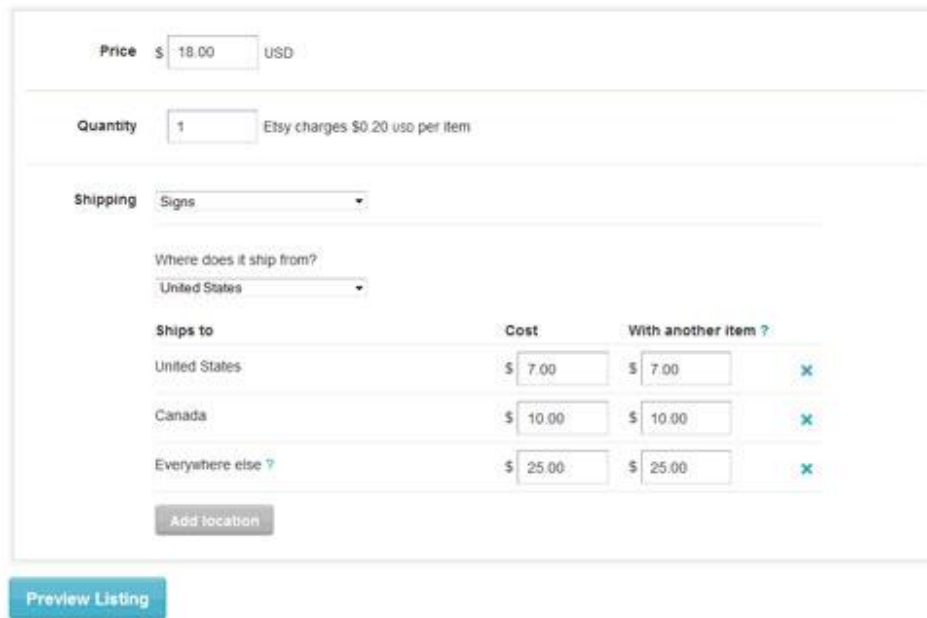
A screen similar to the one below appears with files from your computer.



6. Locate the image on your computer and select Open.

7. Continue to fill out the required information.

8. When you are finished filling out the forms, click Preview Listing.



The screenshot shows the shipping section of an Etsy listing form. It includes a price field set to \$18.00 USD, a quantity field set to 1, and a shipping method dropdown set to 'Signs'. Below this is a dropdown for 'Where does it ship from?' set to 'United States'. A table lists shipping destinations with their respective costs and options for shipping with other items. An 'Add location' button is at the bottom of the table. A blue 'Preview Listing' button is located below the table, with an arrow pointing to it from the left.

Ships to	Cost	With another item ?
United States	\$ 7.00	\$ 7.00 ✕
Canada	\$ 10.00	\$ 10.00 ✕
Everywhere else ?	\$ 25.00	\$ 25.00 ✕

[Add location](#)

[Preview Listing](#)

A preview of your listing is displayed.

9. Select Publish, Save as Draft or Exit.

Getting Started

I. Logging in

Before you can access your account settings, you must first login.

A. To login, do the following:

1. Navigate to <http://client.virtualagentconnect.com>

The following screen displays.



The screenshot shows a login interface for Virtual Agent. On the left side, the logo 'VirtualAgent™' is displayed in orange and black, with the tagline 'MESSAGE YOUR LISTINGS' underneath. Below the logo, it says 'Release version 3.0.0'. In the center, there is a vertical line with a circular icon containing the letters 'VA'. To the right of this line is the login form, which includes two text input fields: 'Email Address' and 'Password'. Below these fields are a 'Login' button and a 'Password Reminder' link.

2. Enter your email address and password and click the **Login** button.

After logging in, you will be directed to the home dashboard.

Updating Your Account

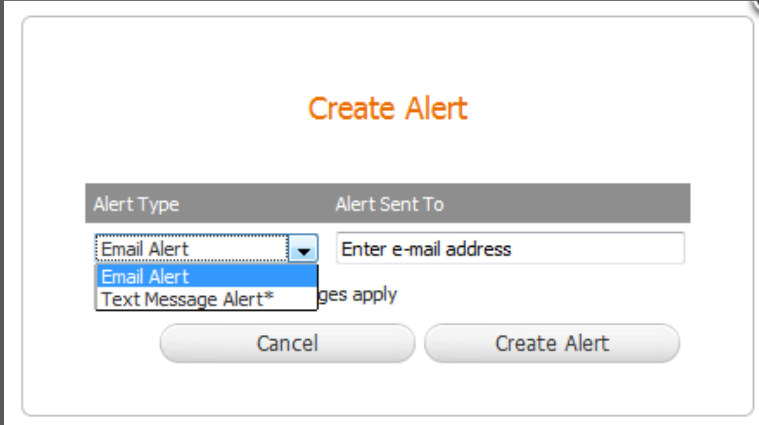
I. Alert Records

Alert Records allow you to be notified when a buyer requests information on your property.

A. To setup a new Alert Record, do the following:

1. Click the **Configuration** tab located at the top left of the screen.
2. Navigate to the Manage Alert Records box located on the bottom left of the screen.
3. Click the **Create Alert** button.

The following screen asks you to select the Alert Type and to enter an email address or cell phone number.



The screenshot shows a dialog box titled "Create Alert". It contains two main sections: "Alert Type" and "Alert Sent To". The "Alert Type" section has a dropdown menu with three options: "Email Alert" (which is selected and highlighted in blue), "Email Alert", and "Text Message Alert*". The "Alert Sent To" section has a text input field with the placeholder text "Enter e-mail address". Below these sections are two buttons: "Cancel" and "Create Alert".

4. Select the dropdown in the **Alert Type** field and select one of the following options:
 - Email Alert
 - Text Message Alert
5. In the **Alert Sent To** field, enter the email address or cell phone number that you would like the alerts sent to.

Depending on which option you choose, you will receive an alert to either your cell phone or your email each time you receive a lead.

Elise Barrus

Objective

To work on a technical documentation team

Experience

August 2011 - Present *Spillman Technologies* West Valley, UT

Documentation Intern

- Editing and reformatting manuals
- Creating training videos using Adobe Captivate
- Continually learning new software

August 2011 – Present

Events Coordinator *SLCC Community Writing Center* Salt Lake City, UT

- Updating Website
- Writing coaching
- Planning events

August 2009 – *Summerhays Music Center* Murray, UT
September 2011

Sales/Receptionist

- Instrument sales and rentals
- Answering multiple phone lines
- Customer service
- Some collections

Education

September 2010 - *Salt Lake Community College* Taylorsville, UT
Present

Working towards Associate's

Relevant classes taken include:

- Web Site Design
- Technical & Intermediate Writing

Skills

Proficient in the following programs:

- Adobe Office Suite programs including Photoshop, InDesign, Captivate, RoboHelp, & Dreamweaver
- Microsoft Office programs including: Visio, Word, Excel, & Powerpoint

References available on request.