

Teresa E. Langston

1522 Center Fayston Rd

Moretown, VT 05660

(203) 376-8909(C)

Tlangston@madriver.com

INFORMATION DESIGNER

To work with a group of innovative people who want to engage and utilize all of my People and Project Management, Information Systems, Graphic Design, and Content Management skills

Highlights

Extensive experience working as an integral team member to continually improve business processes through facilitation, leadership by example and consensus, gathering and performing detailed analysis of business requirements, developing human computer interface designs to support those requirements through web applications, managing projects through systems development life cycles, develop and execute use cases, developing end-user documentation, both digital as well as traditional user manuals, and training curriculums custom tailored to students. Highlights include:

- Strong analytical and organizational skills
 - Excellent written and verbal communication skills
 - Extensive exposure to and knowledge of CRM and ERP systems
 - Ability to multitask and manage time in a focused and efficient manner
 - Personal commitment to ongoing self improvement
-

TECHNICAL EXPERTISE & PROFICIENCIES

- **Skills and Tools**

Open Source Software acolyte with Windows power user expertise including materials tracking systems and data collection hardware configurations in a networked environment. Expert at evaluation, analysis, installation and configuration of software on a variety of platforms. Knowledgeable in Search Engine Optimization techniques and practices. Additional experience: Macromedia Flash MX, RoboHelp, Doc-to-Help, JavaHelp, Adobe Acrobat, Corel Draw & Photo-Paint, XMLSpy. Skilled in hand-coding of XML, HTML, CSS, Coldfusion, Javascript. Familiar with code languages including Java, IRL, Visual Basic, PHP, Perl, CGI. Certified in Information Design Methodologies and Plone Content Management Software configuration. Server administration using Apache and IIS on a Windows server and Apache, Zope on a Linux server. Modest design and development experience with relational databases including MySQL, MS Access and Oracle.

Teresa E. Langston

1522 Center Fayston Rd

Moretown, VT 05660

(203) 376-8909(C)

Tlangston@madriver.com

- **Project Leadership**

Project Management and Team Leader experience as well as Facilitation skills including Focus Group development, presentation, process analysis and mapping, developing assessment and evaluation tools to assist in performance measurement.

- **Technical Writing**

Online and Traditional offline documentation including, customized User Manuals, Training Course Curriculum and Materials Development, On-Line Help for Software and Web-based Applications with emphasis on Integrated Manufacturing Software Applications and Bar Code Data Collection Applications. Most recent projects have included documentation of customized java-based web application for the State of Connecticut for use in Hospital neo-natal units and the design and development of an entire documentation system for Health Management Online, a P2P web application in the healthcare billing/EDI industry.

- **Graphic Arts**

Proficient in the use of Macromedia Dreamweaver MX to create interactive multimedia Web Sites, Flash and MS Powerpoint to create high quality presentations, Fireworks, Illustrator, PhotoShop, Photo-Paint, Corel Draw, Freehand, etc., to create graphic images, logos, and printed marketing materials.

- **Training**

Basic Programming Certificate from Middlesex County Computer School, Facilitator and ISO 9000 & 9001 Training at Rensselaer University; LeapIT online course in preparation for MCSE 070-098, Implementing and Supporting Windows 98. Certificates in Consulting Practices, Cascading Style Sheets and Coldfusion MX from IWA-HWG (International Webmaster's Association), Charter Oak State College, Online-Learning.com (affiliated with Ohio University), Plone Bootcamp, NY 2006.

- **Professional Association**

Member of IWA-HWG (International Webmaster's Association).

EMPLOYMENT SUMMARY

American Health Care Software Enterprises, Inc. 2005-present

South Burlington, VT

Title: Technical/Business Analyst

- Designed, built and maintain Content Management System for all End User and Technical Documentation.
- Designed, built and maintain corporate Web Site. This site includes a secure database driven customer area where architecture supports continuous issue reporting, a desk reference library of all customer documentation. Industry and regulatory information is also updated frequently.
- Research and develop prototypes for enhancements to existing product lines.

Teresa E. Langston

1522 Center Fayston Rd
Moretown, VT 05660
(203) 376-8909(C)
Tlangston@madriver.com

Health Management Online, Inc 2001-2005

Southington, CT

Title: UI Designer/Business Analyst

- Analysis of Business Requirements producing requirements documents, designing User Interface for all product lines, Developing all Use Cases, Technical Specifications and Documentation for an online forms processing service for the Health Care Billing/EDI industry
- Responsible for developing Customer Service functionality and design of an Administrative backend management tool for Customer Service
- Developing and executing Test Plans for Quality Assurance
- Analyzing inbound and outbound data files and mapping to and from Hmonline's Oracle database
- Design of marketing materials including a Flash promotional film.

On-Line Systems, Inc 1999-2001

Farmington, CT

Title: Technical Writer

- Contracted position working for State of Connecticut Departments of Information Technology and;
- Public Health Developing User Manuals and on-line JavaHelp for a statewide e-forms application
- On-site User Training at hospitals statewide System testing and analysis in the field
- Needs assessment and early stage development of state-wide Web Portal prototype working with several key state agencies.

Sentinel Business Systems, Inc 1998-1999

Shelton, CT

Title : Systems Representative

- Design, develop and maintain all Technical Documentation for SBS Case Tools Bar Code Application Software including on-line help using RoboHelp Authoring Software
- Develop all training materials and formally instruct customers in the use of SBS Case Tools for Bar Code Applications development as well as Intermec Hardware configuration in LAN, WAN and Client/Server environments.
- Team leader on client projects

Colt's Manufacturing Co., Inc 1993 -1998

West Hartford, CT

Title : Systems Applications Analyst

- Overseeing and implementing Intrepid, an integrated manufacturing software package
- Performed formal analysis of internal customers' systems applications and requirements including re-engineering Bills of Material for all Colt Products.
- Developed all procedure process Flow Charts for Manufacturing, Engineering, Shipping/Receiving and Custom Shop for ISO 9000 Certification.
- Created specifications and layouts for Custom Applications.
- Vice-President of Interactive Software Users Group (an ERP Software Users Group) representing Colt from 1996-1998.

Teresa E. Langston

1522 Center Fayston Rd
Moretown, VT 05660
(203) 376-8909(C)
Tlangston@madriver.com

PORTFOLIO

Websites:

www.whatmattersmost.biz
www.sheilahollender.com
www.chproductions.org
www.net-spin.com
www.christendeproto.com
www.householdtoxins.org
www.carolsanford.com
www.heartbeet.org
www.ahconline.com

Flash Work:

[Winning Peace: An educational presentation for BigPictureSmallWorld.com](#)
[Change: A presentation piece for BigPictureSmallWorld.com](#)
[A Hopper Retrospective: promotional piece designed for Yale University Art Gallery](#)
[HMonline: A trade show kiosk presentation for HMonline, Inc.](#)
[The Shadow Knows: A promotion piece for WYBC Yale Broadcasting presentation](#)

VOLUNTEER SUMMARY

WYBC – Yale Broadcasting 2000-2003

New Haven, CT

Writer, Producer, Performer

Partner/Founder of Three Bridges Audio, a Yale University based radio production company operated from WYBC Yale Broadcasting whose purpose was to develop and produce high quality radio plays, spoken word, poetry and children's programming. Formerly featured on the air on '3D Radio' on Wednesday evenings. Duties included working with a student board, researching new media for distribution including implementing Internet Radio in addition to working as producer/director/writer/actor on a number of productions.

Connecticut Heritage Productions, Inc. 1996-2000

Middletown, CT

Board of Directors, Past Chair

Developing Business Plan and bylaws in accordance with Company Mission Statement

Grantwriting, Web – Authoring, Technical Consulting

Performing, Directing and Producing

AIDS Project Hartford

Hartford, CT

IT Consultant

Developed Agency-wide database system to store contact/donor information

Teresa E. Langston

1522 Center Fayston Rd

Moretown, VT 05660

(203) 376-8909(C)

Tlangston@madriver.com

Middlesex County Community Foundation

Fall 1999

Middletown, CT

Technical Consultant

Analyzing Donor Tracking Software system to store contact/donor information and making recommendations

Assisting with Annual Grant Giving Process

Hole in the Wall Theater

1990-1996

New Britain, CT

Member, Board of Directors and Past President

Developing Business Plan in accordance with Company Mission Statement

Grantwriting, City-wide Arts Development project

Performing, Directing and Producing stage productions