

Teddi Deppner, Freelance Writer

1507 6th Street
Lincoln, CA 95648

Email: teddi@deppner.us
Phone: (916) 645-9092

Objective

To exercise my writing skills and talents to bring significant results for my clients while maintaining quality time at home with my family.

Writing Skills & Experience

Marketing, Corporate & Technical

Designed, wrote and edited a wide variety of business materials, including brochures, flyers, mailers, newsletters, and executive reports. Have extensive experience writing software and hardware reference documentation and ISO 9000 documentation.

Instructional

Developed complete curriculum for software and web design classes. Wrote manuals and other instructional materials related to employment since 1993, including web design, Internet marketing and how to use software topics.

Articles

Wrote articles published in industry trade journals, local newspapers and multiple online publications. Developed, wrote and published church and business newsletters.

Communication (Verbal/Written)

Highly proficient in communicating with and between project participants (business management, programmers, subject matter experts, vendors, end users, customers, general public, etc). This includes, but is not limited to, the following types of communication:

- Initiating and managing collaboration between multiple parties
- Interviewing (in person, or via phone and email)
- Writing for various audiences, using a variety of "voices" and styles
- Presenting information (orally or in a variety of published materials)
- Developing training curriculum and teaching classes

Project Management

Experienced working with clients both locally and long-distance, primarily utilizing email and telephone. Highly communicative and organized, always striving to understand and exceed the client's expectations. Experienced as both team participant and leader. Proficient at research, interviewing subject matter experts, composing and meeting timelines, negotiating details and peacemaking.

Employment

SureWest Communications

Jun 2000 – Jan 2003

Web Coordinator, Web Designer & Business Process Analyst

Roseville, CA

Completely re-designed and maintained multiple corporate websites. Developed website content (written and visual), working with subject matter experts throughout multiple business units (local telephone company as well as wireless, ISP, broadband and directory services divisions). Ensured information was accurate, customer-focused and user-friendly. Content for publication outside the company followed the Associate Press (AP) style. As process analyst, managed projects related to IT solutions (web portal for company intranet, etc) and published an internal "change agent" motivational newsletter.

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Employment *(continued)*

Innovation, Inc. *(dba PlacerWeb / Psyberware Communications)* *Jul 1996 – Jun 2000*
Director/Developer, Web Marketing & Design Services *Lincoln, CA*

Provided consulting services and support to business clients. Planned, researched, created, deployed and maintained website(s) and printed marketing materials for the company divisions and over 150 clients. Facilitated development of Internet marketing plans, strategies, website content architecture, and graphic design. Wrote articles for local newspapers, trade journals, e-newsletters and business websites.

Placer School for Adults *1998 – 1999*
Web Design Instructor *Auburn, CA*

Developed curriculum (including layout and publishing of class textbooks and handouts) and taught several 1-day seminars and 5-week classes throughout the 1998-1999 spring and fall semesters.

NEC Electronics, Inc. *Apr 1993 – Jul 1996*
Software Tech / Technical Writer *Roseville, CA*

Managed multiple projects and deadlines, supervised a team of three, assigned tasks to team members, interfaced with management for team assignments and goals. Developed, wrote and edited online and paper reference documentation for policies, procedures, and proprietary software applications. Wrote and edited ISO 9000 specifications. Prepared curriculum and gave classes and presentations on both proprietary and commercial software. Alpha-tested proprietary software and assisted in user interface design.

Education

West Valley College, 1991
Associate Arts Degree with Honors
Saratoga, California

Los Gatos High School (early graduation)
California High School Proficiency Exam (CHSPE): 1989
Los Gatos, California

References

Available upon request.