

Chris Virtue

Technical writer, business analyst and instructional designer

Phone: 0413 189 976

Email: chris.virtue@inhouse.com.au

Career Summary

- 6/99 – present Business analysis, technical writing, process analysis, software and process documentation, instructional design, user experience, system design, training services across a broad range of industries, including:
- ✓ Banking and finance
 - ✓ Manufacturing
 - ✓ IT and Telecommunications
 - ✓ Media
 - ✓ Health
 - ✓ Government
 - ✓ Transport
 - ✓ Infrastructure
- 01/89 – 6/99 In House Technologies Pty Ltd
Learning & Development Consultant, and General Manager Responsible for:
- ✓ Consultancy services
 - ✓ Training development and documentation
 - ✓ Instructional design
 - ✓ Client services web design and development
 - ✓ Project management
 - ✓ Delivering training and presentations
 - ✓ Development, maintenance and support
 - ✓ Office and development technologies
- 05/83 – 12/88 Self-employed Transport Proprietor
- 06/78 – 04/83 Commonwealth Bank of Australia

Skills and Attributes

- ✓ Excellent communication, literary and verbal skills.
- ✓ Ability to grasp new concepts quickly
- ✓ Prepared to travel if required.
- ✓ Skilled in many documentation tools
- ✓ Experienced with many operating systems
- ✓ Experienced in agile development environments
- ✓ Experienced with SAP, BPCS, Maximo, Pronto, Salesforce
- ✓ Skilled in eLearning tools including Adobe Captivate.
- ✓ Skilled in content-management tools, including SharePoint, Confluence and WordPress
- ✓ Excellent general IT and networking skills
- ✓ Excellent understanding of UX fundamentals

Documentation and analysis experience

- ✓ Business analysis and requirements gathering
- ✓ Process analysis and mapping
- ✓ Work instructions and user guides
- ✓ Project documentation
- ✓ Tender documentation (vendor and supplier)
- ✓ Test plans
- ✓ Software development documentation
- ✓ Network and systems documentation

Career History in Detail

Role Summary Matrix

Role	Technical Writing	Business & Process Analysis	eLearning & Instructional Design	Project Management
MLC (NAB Wealth)	✓	✓		
National Disability Insurance Agency	✓	✓		
Downer Group	✓			
Data Republic	✓			
Australian Electoral Commission	✓	✓		
icare	✓			
IP Payments	✓			
Lexis Nexis	✓			
Savv-e			✓	✓
MYOB	✓			
MLC (NAB Wealth)	✓	✓		
CBA Enterprise Services	✓		✓	
Health Education Training Institute			✓	
BPAY	✓			
TransGrid			✓	
John Holland Rail	✓			
CBA Enterprise Services	✓		✓	
New South Wales Fair Trading	✓			
Breville Group	✓			
New South Wales Business Link	✓			
On-Demand Training Solutions				✓
CBA Corporate Services	✓	✓		
Salvation Army	✓			
H. J. Heinz	✓			
RAMS Home Loans	✓			
Verizon Business	✓	✓		
News Limited	✓	✓		
Australian Commission on Quality and Safety in Healthcare	✓			✓
CPA Software Solutions	✓			
Westpac	✓	✓		
SWTE Ltd	✓	✓	✓	
Dry-Treat	✓		✓	
RailCorp			✓	
CountryLink			✓	
Boral Ltd	✓			
Pfizer	✓			
Arnotts	✓	✓		
Astra-Zenica			✓	✓
Huhtamaki			✓	✓

MLC (NAB Wealth)

January 2020 – current

Technical writer and business analyst (contract)

Business Requirement Business analysis and process documentation for a remediation project

Responsibilities

- ✓ Business analysis and requirements gathering for a Salesforce implementation
- ✓ Process design and mapping
- ✓ Develop work instructions and quick reference guides

National Disability Insurance Agency

July 2018 – October 2019

Technical writer and process analyst (contract)

Business Requirement Process documentation as the Agency's processes mature.

Responsibilities

- ✓ Review existing ICT documentation
- ✓ Redesign and build OCIO intranet
- ✓ Develop SOPs
- ✓ Process analysis for service improvement
- ✓ Liaise with teams to develop process documentation
- ✓ Other documentation as required

Downer Group

February 2018 – May 2018

Technical writer (contract)

Business Requirement Tender writing for a major supply operate maintain (SOM) contract

Responsibilities

- ✓ Review existing documentation
- ✓ Requirements and content analysis
- ✓ Liaise with the bid team to develop a tender response
- ✓ Facilitate solution workshops

Data Republic

November 2017 – February 2018

Technical writer (contract)

Business Requirement Develop user guides, assist with knowledge base articles, develop client-facing documentation and assist in the creation of sales materials.

Responsibilities

- ✓ Review existing documentation
- ✓ Develop customer-facing user guides
- ✓ Liaise with the sales team to develop sales materials

Australian Electoral Commission

June 2017 – July 2017

Technical writer, process analyst (contract)

Business Requirement Standardise documentation across the organisation to improve electoral readiness

Responsibilities

- ✓ Review existing documentation
- ✓ Develop election planning templates for division and state offices
- ✓ Develop a facilitator guide for training on the new templates

icare

November 2016 – March 2017
Technical writer (contract)

Business Requirement User and other documentation prior to a new business launch

- Responsibilities**
- ✓ Develop knowledge articles on application use and business processes
 - ✓ Develop test plans
 - ✓ Develop end to end business process test scenarios
 - ✓ Coordinate content gathering for business continuity planning
 - ✓ Produce briefing packs and other documents

IP Payments

June 2016 – October 2016
Technical writer (contract)

Business Requirement System and application documentation.

- Responsibilities**
- ✓ Liaise with developers and system administrators to review existing documentation
 - ✓ Develop new documentation including network maps, software documentation, processes and user guides
 - ✓ Develop a disaster recovery plan

Lexis Nexis

March 2016 – June 2016
Legal writer (contract)

Writing legal obligations for non-legal business operators

Business Requirement Communicate legal obligations to business operators.

- Responsibilities**
- ✓ Research legislation to extract legal obligations
 - ✓ Prepare plain English documentation for people from non-legal backgrounds
 - ✓ Liaise with legal experts for documentation review

Savv-e

October 2015 – February 2016
Instructional designer and project manager (full time)

Role Requirement Instructional design and project management of eLearning programs for clients from finance, mining, food and education sectors on topics including compliance, WHS, equity and diversity, compliance and induction.

- Responsibilities**
- ✓ Review and analysis of existing materials.
 - ✓ Work with subject matter experts to design eLearning programs
 - ✓ Brief and direct developers

MYOB

January 2015 – September 2015
Senior technical writer (contract)

Business Requirement Maintain and develop help and other customer-facing documentation for their AU Tax product in both on-line and print formats.

- Responsibilities**
- ✓ Review and analysis of existing materials.
 - ✓ Work with subject matter experts to design customer support documents
 - ✓ Liaise with marketing

MLC (NAB Wealth)

November 2013 – December 2014

Documentation analyst (contract)

Business Requirement Document work instructions and business processes

- Responsibilities**
- ✓ Review and analysis of existing materials.
 - ✓ Analysis, review and redesign existing processes
 - ✓ Work with subject matter experts to design work instructions for back office staff
 - ✓ Develop end-to-end process documentation
 - ✓ Identify process gaps
 - ✓ Develop draft controls matrices

CBA Enterprise Services

October 2013 – November 2013

Learning developer (contract)

Business Requirement Develop learning programs and user documentation to support changes to a customer management system.

- Responsibilities**
- ✓ Review and analysis of existing processes and procedures.
 - ✓ Develop new user support documentation.
 - ✓ Develop eLearning programs.
 - ✓ Work with change analysts to design and develop necessary materials.

Health Education Training Institute

February 2013 – August 2013

Instructional Designer, eLearning consultant (contract)

Business Requirement Develop eLearning programs.

- Responsibilities**
- ✓ Review and analysis of existing materials.
 - ✓ Develop plans.
 - ✓ Develop draft outlines.
 - ✓ Work with subject matter experts to design and develop eLearning applications.

TransGrid

February 2012 – July 2012

Instructional Designer (contract)

Business Requirement Develop training materials for substations electrical fitters

- Responsibilities**
- ✓ Worked with subject matter experts to design and develop training materials.

BPAY

September 2012 – December 2012

Technical writer (contract)

Business Requirement Develop implementation and operation guides for a new product release.

- Responsibilities**
- ✓ Review and analysis of existing documentation.
 - ✓ Develop documentation plan.
 - ✓ Work with subject matter experts to design and develop product documentation.
 - ✓ Develop client-oriented technical documentation from development documents.

John Holland Rail

October 2011 – December 2011
Technical Writer (contract)

Business Requirement Document processes and procedures to support the business in running a rail network

Responsibilities

- ✓ Worked with subject matter experts to
 - design new processes
 - review existing documentation
 - design and develop procedures and process maps.

CBA Enterprise Services

August 2011 – October 2011
Technical Writer (contract)

Business Requirement Develop training materials and procedures for the implementation of new methods in managing business requirements.

Responsibilities

- ✓ Worked with subject matter business analysis experts to design and develop training materials and procedures

New South Wales Fair Trading

August 2011
RFQ Document Writer (contract)

Business Requirement Prepare a request for quote (RFQ) for the upgrade of hardware and software for a core hosted business application.

Responsibilities

- ✓ Worked with the project manager to review existing documentation.
- ✓ Developed a comprehensive RFQ including business requirements, vendor questionnaire and response template.

Breville Group

July 2011 - Technical Writer (contract)

Business Requirement Document AS/400 administration procedures prior to a staff member's retirement

Responsibilities

- ✓ Worked with subject matter experts to develop and document procedures

New South Wales Business Link

January 2011 – June 2011
Technical Writer, Process Documentation (contract)

Business Requirement Prepare standard operating procedures at the work instruction level for financial reporting processes.

Responsibilities

- ✓ Worked with subject matter experts to develop and document procedures
- ✓ Assisted in the development of the Finance SharePoint site

Previous

<p>Commonwealth Bank – Corporate Services November 2009 – December 2010 Process Documenter and Analyst (contract)</p> <p>Salvation Army October 2009 Technical Writer (contract)</p> <p>H. J. Heinz August 2009 – September 2009 Technical Writer (contract)</p> <p>RAMS Home Loans June 2008 – January 2009 Technical Writer (contract)</p> <p>Verizon Business December 2008 Technical Writer and Team Leader (contract)</p> <p>News Limited July 2008 – August 2008 Documents writer (contract)</p> <p>CPA Software Solutions Pty Ltd January 2008 – May 2008 Technical Writer (contract)</p> <p>Westpac January 2007 – December 2007 Technical writer (contract)</p> <p>SWTE Ltd Ongoing through 2005 and 2006 Technical writer and training developer (contract)</p> <p>Dry-Treat November – December 2006 Technical writer (contract)</p> <p>Boral Ltd June 2005 – September 2005 Technical Writer (contract)</p>	<p>RailCorp Various from March 2005 – July 2006 Curriculum Developer (contract)</p> <p>CountryLink Various from March 2005 – July 2006 Curriculum Developer (contract)</p> <p>Pfizer October 2004 – November 2004 Technical Writer (contract)</p> <p>Arnotts November 2003 – December 2003 Technical Writer (contract)</p> <p>Astra-Zenica 2003 SAP CBT Developer (contract – one-off project)</p> <p>Huhtamaki June 2002 – January 2003 CBT Developer (contract – one-off project)</p> <p>BOC Gases December 2000 – June 2002 CBT Developer (contract – one-off project)</p> <p>Unisys June 2000 – September 2000 Technical writer (contract)</p> <p>Ricoh June 1999 - December 2000 Technical writer and training developer (contract)</p> <p>Van Leer Group June 1999 – August 2000 Technical writer (contract)</p> <p>In House Technologies Pty Ltd Multimedia developer and instructional designer January 1989 – June 1999</p>
--	---