

# Chris Virtue

## Technical writer and instructional designer

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## Career Summary

- 6/99 – present      Technical writing, software and process documentation, instructional design, user experience, system design, analysis and training services across a broad range of industries, including:
- ✓ Banking and finance
  - ✓ Manufacturing
  - ✓ IT and Telecommunications
  - ✓ Media
  - ✓ Health
  - ✓ Government
- 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  
Duties included:
- ✓ Training Officer Responsible for induction of new staff, technical training, teller & ledger training,
  - ✓ Ledger supervisor

## 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 several operating systems.
- ✓ Worked in several agile development environments.
- ✓ Experienced with SAP, BPCS, Maximo, Pronto.
- ✓ Skilled in a number of eLearning tools including Adobe Captivate.
- ✓ Excellent general IT and networking skills.

## Education

2007	Certificate IV in Training and Assessment.
2003	Successfully completed a CELTA (Certificate in English Language Teaching to Adults) course at Australian College of English, Bondi Junction
2000	Information Mapping, Tactics Consulting, Sydney
1977	Bachelor Agricultural Science, LaTrobe University (not complete)
1976	HSC De La Salle College, Malvern Victoria

## Career History in Detail

### Role Summary Matrix

Role	Technical Writing	eLearning & Instructional Design	Project Management	Process Analysis
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		✓	✓	

## 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

## **Commonwealth Bank – Corporate Services**

November 2009 – December 2010

Process Documenter and Analyst (contract)

**Business Requirement**

- ✓ Development of the Commercial Design Manual
- ✓ Development of property management processes
- ✓ Development of SAP and Maximo procedures
- ✓ Development of various process maps and procedure manuals
- ✓ Review and redesign of existing business processes

**Responsibilities**

- ✓ Worked with Project Directors and Property Managers to develop and document processes
- ✓ Worked with the Project Administrator to develop SAP procedures
- ✓ Provided process analysis in a review of the property budget process
- ✓ Worked for Security Managers to develop a building access manual
- ✓ Worked with various staff to map to end-to-end processes across the business

## **Previous**

### **Salvation Army**

October 2009  
Technical Writer (contract)

### **H. J. Heinz**

August 2009 – September 2009  
Technical Writer (contract)

### **RAMS Home Loans**

June 2008 – January 2009  
Technical Writer (contract)

### **Verizon Business**

December 2008  
Technical Writer and Team Leader (contract)

### **News Limited**

July 2008 – August 2008  
Documents writer (contract)

### **CPA Software Solutions Pty Ltd**

January 2008 – May 2008  
Technical Writer (contract)

### **Westpac**

January 2007 – December 2007  
Technical writer (contract)

### **SWTE Ltd**

Ongoing through 2005 and 2006  
Technical writer and training developer (contract)

### **Dry-Treat**

November – December 2006  
Technical writer (contract)

### **Boral Ltd**

June 2005 – September 2005  
Technical Writer (contract)

### **RailCorp**

Various from March 2005 – July 2006  
Curriculum Developer (contract)

### **CountryLink**

Various from March 2005 – July 2006  
Curriculum Developer (contract)

### **Pfizer**

October 2004 – November 2004  
Technical Writer (contract)

### **Arnotts**

November 2003 – December 2003  
Technical Writer (contract)

### **Astra-Zenica**

2003  
SAP CBT Developer (contract – one-off project)

### **Huhtamaki**

June 2002 – January 2003  
CBT Developer (contract – one-off project)

### **BOC Gases**

December 2000 – June 2002  
CBT Developer (contract – one-off project)

### **Unisys**

June 2000 – September 2000  
Technical writer (contract)

### **Ricoh**

June 1999 - December 2000  
Technical writer and training developer (contract)

### **Van Leer Group**

June 1999 – August 2000  
Technical writer (contract)

### **In House Technologies Pty Ltd**

January 1989 – June 1999