

Terrye Hoffman

Prairie Skies Technical Services, LLC

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## Qualifications Summary

- Web site design, development and maintenance; Search Engine Optimization; and Web site hosting.
- Instructional Design, Technical Training, Technical Writing: Twenty-plus years of experience creating training materials (instructor-led, computer- and web-based, and online help), end-user documentation, customer service reference guides, software quality assurance procedures, and system requirements and specifications.
- Industries: Telecommunications/Cable, Software, Call Center, Small Business.
- Software/Development Experience: HTML, CSS, PHP and MySQL, Microsoft Office (Word, Excel, Outlook, PowerPoint, Publisher), Macromedia Dreamweaver, Adobe GoLive, Adobe Photoshop, Swish (Flash Development Tool), Merchant Order Form.

## Recent Experience

### **Prairie Skies Technical Services, LLC** **Managing Partner, Consultant**

**2001 – present**

Technology services, including instructional design/training, technical writing, website development and maintenance, and computer support to businesses.

*Website Designer/Developer (2001 – currently)*

Develop and maintain web and ecommerce sites for individuals, businesses and non-profit organizations. Provide hosting and SEO services. *For clients/links to site, please visit [www.pstechservices.com](http://www.pstechservices.com).*

*Instructional Designer, Technical Trainer, Technical Writer*

Jones/NCTI (2007 – 2009): Develop courses and scripts for online training of cable technicians doing installations, troubleshooting, and using measurement equipment. Developed macros and procedures for conversions of print training to HTML display.

Microstaff Corporation (2003 – 2007): Develop scripts and graphic specs for online training, including customer/sales training on HDTV for Demand1, High Definition DVD technology for Venture Mark Media, call center technical training for TeleTech, cable installer training for NCTI and pet product sales training for Chuck Latham Associates.

Wazee Group (2002) Developed and maintained system, architecture, and XML specifications and documentation on a Java/J2EE enterprise integration project for AT&T Broadband/Comcast Corporation.

### **EchoStar Communications**

**April, 2000 – March, 2001**

### **Information Technology Training Specialist and Business Analyst**

Developed job aids, procedure documentation, reference guides, video scripts, PowerPoint slides, and PDF files to support Oracle and CSG application users. Developed requirements for and implemented an online training registration system.

**TeleTech and Digital Creators** August, 1998 – September, 1999  
**Instructional Designer and Training/Documentation Developer**

Developed training and documentation as needed for TeleTech and Covad Communications Call Center and Network Operations staff supporting DSL products, including Harris Test overview and interpretation. Also developed online training for Windows95/98 and Census2000 support.

**Arapahoe Community College**  
**Adjunct Faculty/College Instructor**

Introduction to Windows98; Fall, 1999  
Introduction to Computers/MS-DOS; Summer, 1998

**Arapahoe Library District** June, 1998-October, 1999  
**Software Trainer**

Developed curriculum and taught 2-6 classes per month for library staff on WordPerfect, Word, Windows95, Excel, Corel Presentations, and PC Troubleshooting.

**MicroStaff Corporation** March, 1997 – August, 1999  
**Technical Writer and Course Developer**

Developed instructor-led training and web-based training courses for Lucent Technologies staff configuring telecommunications equipment sales. Developed user manual and online documentation for Novazen.

**Quark, Inc.** June, 1992-June, 1996  
**Technical Trainer**  
**Manager of Software Quality Assurance**

Managed 25 employees testing Quark products in development in 23 languages on Macintosh, Windows 3.1 and Windows95. Set up the department, hired staff, and developed and documented testing procedures.

Education

**San Diego State University**

M.A. Educational Technology, 1986

**University of California at Los Angeles**

B.A. Sociology, 1982

**Training & Certifications**

Colorado State Board of Community Colleges and Occupational Education, Credential for Career and Technical Education: Web Design, CIS/Microcomputer Specialist, Multi-Media Technology, Business Networking/Computer Networking/Networking Tech

Certified Online Instructor, Walden Institute for Learning and Leadership

Microsoft Certified Professional: Microsoft Windows NT Server 4.0, Windows NT Server 4.0 in the Enterprise, Windows NT Workstation 4.0, and Networking Essentials.

Professional Achievement Certificate, Windows NT Network Administration, Arapahoe Community College. Additional coursework in UNIX, HTML, and Graphic Design.