

Clifford Ahrens – Skills Summary

| Requirement | Experience |
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| End User Documentation Word Processing Packages Multimedia and Desktop Publishing Packages | 10+ years' experience with, MS Office Suite (97 to 2013), WordPerfect Suite and Lotus 123 5+ years' experience with FrameMaker 7 thru 12, PageMaker, Acrobat Suite, SAP, BMC Remedy and Documentum 5+ years' experience with VISIO, flow charts, igrphix and AutoCAD 11, 5+ years' experience with MS PhotoEditor, Adobe Illustrator & PhotoDeluxe, PhotoShop 7 2+ years' experience with Idoc and uPerform |
| Website Maintenance & Documentation Web Design, Web Content Web Editing | 5+ years' experience with, Java, JMS, HTML, SGML and PDF files 3+ years' experience with, RoboHelp, MadCap. FrontPage, RoboHelp and Dream Weaver 1+ years' experience with Adobe Captivate 3 and SnagIt screen capture software 1+ years' experience with PowerBuilder, Ultra Image Builder, Oracle Developer Server and Oracle Developer 1+ years' experience with Windows, SAP, .Net, SQL Server and ASP.net |
| Software Documentation Documentation Specialist | 15+ years' experience creating, documenting and presenting Software Documentation <u>Life Line</u> – Document existing software and verify all updates completed <u>Royal Bank of Canada</u> – Facilitate compliance with new ATM software <u>Emergis</u> – Document and develop BMO automated funds transfer services. <u>Suncor Energy</u> – provide required documentation for existing software program |
| Business & Process Analyst Documentation Specialist | 4+ years' experience as Business Analyst & Documentation <u>Aecon Group Inc. / SNC Lavalin Joint Venture</u> - Interface and assess requirements, determine appropriate methods of delivery <u>Comstock Canada / Bruce Power</u> - providing Quality Assurance, Documentation and Direction using "Best Practices" <u>Ministry of Community, Family and Children's Services</u> – Identified and resolved operational and process gaps analysis <u>RBC Insurance</u> - Creating documentation in accordance with RBC documentation & process standards |
| Federal and Provincial Government Documentation Specialist | 15+ years' experience creating, developing and presenting Ministry Documentation <u>Archives of Ontario</u> – Writing an RFP for data entry services. <u>Department of Public Works and Services</u> – Policy, Standard, Guideline & Procedural development. <u>Management Board Secretariat</u> – Research and maintain Artifact Library and Security. <u>Ministry of Community, Family and Children's Services (MCFCS)</u> – Identify and resolve documentation gaps. <u>Ministry of Natural Resources</u> – Y2K Project and information mapping using ESRI program. <u>Ministry of Social Services</u> – Write, edit and validate the BTP Help Desk Procedures. <u>OMERS</u> – Document IT Systems and create hand-over documentation. |
| Banking and Financial Industry ITTL & SOX Compliant Documentation Regulatory Compliant (government and self-regulation) | 8+ years creating and editing Financial documentation. <u>Banco Popular & Royal Bank</u> – Facilitate compliance for the Anti-Money Laundering Project <u>Bank of Montreal</u> – Author and design help screens for the BOM business web site <u>Bevertec CST</u> - facilitate compliance with new ATM software developed by Bevertec CST <u>CTFS Financial</u> – Policy, Standards, Guidelines and Procedural development for new Intranet site <u>Deutsche Bank</u> - Writing and Validation of IT Banking Systems Operation Guide <u>Emerges</u> - Writing and Validation of End User Manuals for BMO |
| Utility & Nuclear Power Industry ITTL & SOX Compliant Documentation Procurement, Policy and Procedures | 8+ years creating and editing Nuclear based documentation <u>Aecon Group / SNC Lavalin / OPG</u> - Execution Planning, Scheduling, Cost Estimating, and Risk Management <u>Automation Tooling Systems (ATS)</u> - OPS Manuals and Installation, Removal & Commissioning Procedures <u>Comstock Canada / Bruce Power / CFJ / OPG</u> - Quality Assurance / Policy / SOPs / SWIs / ISPs / Pre-Audit <u>E.S Fox / OPG</u> - Quality Assurance / Policy / SOPs / SWIs / ISPs / Pre-Audit <u>HydroOne</u> - Quality Assurance / Policy / SOPs <u>Ontario Power Generation (OPG)</u> - writing, editing, and validating Functional Test Case Scenarios <u>The Cahill Group / OPG / Bruce Power</u> – create B51, 285-12 and 286-12 Manuals for TSSA Certification |
| Pharmaceutical and Chemical Industry Documentation Specialist | 4+ years creating and editing SOPs, writing of Stability and Production Master Formulas <u>Albright & Wilson</u> – (Chemical) Develop and update original SOP's and Production Master Formulae <u>GammaDyncare</u> – (Pharmaceutical) update SOP's and Ontario Laboratory Accreditation (OLA) regulations <u>GlaxoSmithKline</u> – (Pharmaceutical) Develop new and update original SOP's from engineering notes. |
| Human Resource (HR) & Environmental Planning Environmental Assessments Disaster Recovery and Emergency Planning. | 3+ years' experience in assessment and update of HR Manuals, Environmental Emergency Planning procedures <u>Albright & Wilson</u> – Environmental Assessments & Emergency and Disaster Recovery Planning. <u>Family and Children's Services</u> - Evaluate and Document changes to Disaster Recovery Plan. <u>GammaDyncare</u> – Human Resource Manuals & assess compliance with OLA regulations. <u>Ontario Power Generation (OPG)</u> – Document and develop Disaster Recovery Plan. |
| ITTL Documentation Specialist Change, Incident, Configuration & Risk Management Service Desk Test Procedures | 6+ years' experience developing ITTL Documentation and Risk Management <u>QLG</u> - Create Templates - Write, edit, and validate Operational and Training Manuals <u>Bell Canada & RBC Insurance</u> - Process mapping and document methodologies <u>Comstock Canada / Bruce Power / CFJ / OPG</u> - Change, Incident, Configuration, and Risk Management Documentation <u>Department of Public Works and Services</u> – Change, Incident, Configuration, and Risk Management Documentation <u>Optech Inc.</u> - Write, edit, and validate product Test Procedures <u>Cadbury/Adams</u> – Responsible for Change, Incident, Configuration SOPs, BPFs, and BPP. |
| Repositories and Libraries Data Warehousing | 2+ years' experience in creation and maintenance of repository libraries <u>OPS</u> - Document and Maintain Artifact Library and Security using Zachman Framework <u>Canadian Institute of Health</u> – Document and development of a provincial wide Data Warehouse. |
| Web Content Management On-line help (Internet/Intranet) | 4+ years creating and editing web sites and Content <u>OPS</u> - Document and Maintain web content for OPS Web Site <u>Sun Life Canada</u> – Create web content and maintain online help for Helpdesk using BMC Remedy <u>Bank of Montreal</u> – Design and create web content, rollovers and online help for business website |
| RFP / RFQ and Product Proposals Documentation Specialist | 6+ years' experience creating RFPs and Product Proposals <u>Aecon Group Inc. / SNC Lavalin Joint Venture</u> - Technical Content and RFP Pricing Estimates <u>Archives of Ontario</u> – worked with Archive staff writing an RFP for data entry services <u>City of York</u> – Product Proposals, Technical Content and Pricing Estimates <u>Cloud IT Canada</u> – Edit and Produce Required documentation for RFP <u>Comstock Canada / OPG</u> - Produce Required documentation for RFP <u>Ferrovial Agroman / Lafarge Canadian Joint Venture</u> - Technical Content and RFQ Analyst <u>Suncor Energy</u> - Product Proposal, Technical Content |
| SAP Documentation Specialist | 5+ years' experience creating <i>SAP Documentation and performing business analysis</i> <u>ENMAX Power</u> – develop, Editing and reviewing end user SAP documentation in RWD uPerform <u>Sanofi Pasteur</u> – SAP Documentation and BPP / Test script development. <u>SAP Canada</u> – develop and validate FraudWatch SAP documentation <u>Omni Logic</u> - provided Customized End User Manuals for SD, MM, and PUR modules. |
| Training Basic Training & Train the Trainer courses | 8+ years creating and Implementing basic training and "Train the Trainer" courses. <u>Banco Popular</u> – Facilitate Anti Money Laundering Project and provide "Train the Trainer" training. <u>ENMAX Power</u> – Develop and train Back Office SAP personnel – Managing Financial Inquiries in IC-Web <u>Royal Bank</u> – Facilitate Anti Money Laundering Project and provide "Train the Trainer" training. |