



---

## Theresa L Fischette



### *Summary*

- Experienced in corporate communications, instructional design, project management, and customer service with a focus on organizations who have limited budgets with which to market their products and services; specifically, small businesses and not-for-profit organizations with ties to education and human services.
- Proficient in a variety of software, including Microsoft Office and Adobe Creative Suite.
- Recognized for quality, teamwork, and outstanding customer service.

### *Relevant Skills & Achievements*

#### *Communications*

- Developed an event program for the Alzheimer Association's *Early Stages Dementia Conference*.
- Created marketing material to support Lights & Sirens Foundation's *Youth Initiative Program, Comfort & Care Series, and Emergency Responders Appreciation Day*.
- Supported RIT's Publishing and Scholarship Support Center by editing business plans and theses of RIT faculty and graduate students.
- Facilitated a series of meetings to discuss and document the University of Rochester's financial business processes as part of their financial system replacement effort.
- Created web-based help systems, user reference cards, and user guides to support Castle Software's content review and assessment software.
- Designed and developed sales letters, brochures, direct mail pieces, product data sheets, and business cards for a number of businesses including: Touchstone Technology, Tradition Wood Works, Rainmaker Seminars, Hands to Hair Salon, and Victoria's Gallery.
- Designed and developed single-source documentation for a variety of end-user applications (Financial Aid Management, Alumni Development, Laboratory Management, Field Technician Information Access, Telephone Cost Accounting, and Billing Management) for delivery in multiple mediums (print, on CD, web-based help, and web site content).
- Developed an RFP for New York State Electric & Gas to solicit bids from mobile radio suppliers to design, develop, and implement a state-of-the-art enterprise-wide mobile radio system.
- Developed and managed content for Frontier Corporation's intranet and internet web sites.
- Analyzed Eastman Kodak Company – Copy Products Division's documentation control practices and recommended process changes.
- Developed technical illustrations supporting Frontier Corporation's telecommunication bid for submission to the Ministry of Telecommunications in Netanya, Israel.

---

85 South Main Street  
Holley, New York 14470

**Phone:** 585. 329.5170

**E-mail:** [Theresa@ToTheWhiteLight.com](mailto:Theresa@ToTheWhiteLight.com)

**Visit Us at:** [www.ToTheWhiteLight.com](http://www.ToTheWhiteLight.com)

## ***Instructional Design***

- Developed and facilitated a series of journaling workshops for caregivers and those with debilitating illnesses such as Alzheimer's Disease and Multiple Sclerosis to encourage self-expression and promote self-healing.
- Designed and developed training curriculum to support Nortel Network's Global One International Directory Assistance System.
- Designed, developed, and delivered product training to sales personnel on the use of Nortel Network's Telephone Cost Accounting System.

## ***Project Management***

- Co-managed a large software initiative, which globally replaced the Social Security Number with an alternative ID for student identification purposes on a legacy system targeted to the higher education market.
- Managed a large documentation effort involving the redesign and update of a 20-volume set of printed Alumni Development training curriculum material for delivery as an electronic library on a corporate intranet as well as on CD.
- Developed quality management procedures to support ISO 9000 registration for a photo CD manufacturing area of a local imaging company.
- Audited software projects for compliance to a corporation's in-house software development maturity model.

## ***Professional Experience***

<i>Owner/Consultant</i>	<i>White Light Communications, Holley, NY</i>	05/03 to Present
<i>Writer / Consultant</i>	<i>APEX Info. Management Consultants, Rochester, NY</i>	08/03 to 09/06
<i>Principal Writer</i>	<i>Sungard Higher Education, Rochester, NY.</i>	10/98 to 05/03
<i>Writer / Consultant</i>	<i>Rivenburg Associates, Rochester, NY.</i>	08/97 to 10/98
<i>Sr. Technical Writer</i>	<i>Computer Sciences Corporation, Penfield, NY.</i>	05/97 to 07/97
<i>Sr. Technical Writer</i>	<i>Frontier Corporation, Rochester NY.</i>	06/94 to 05/97

## ***Education***

*Finger Lakes Community College, Canandaigua, NY*  
Certificate in Quality and Project Management Leadership

*SUNY Brockport, Brockport, NY*  
B. S. Psychology and NYS Provisional Certification in Elementary Education

*Monroe Community College Rochester NY*  
A. S. Liberal Arts

## ***Professional Affiliations***

Member	<i>Rochester Professional Consultant Network</i>	04/07 to Present
Member	<i>Rochester Business Alliance</i>	09/06 to Present
Member	<i>Writers &amp; Books</i>	05/98 to Present