



Instructional Design & Learning Special Interest Group



My Career Reinvention: TW to IDL and Beyond



Dr. Jackie Damrau, BPMN
Sr. Business Systems Analyst



Hi, I'm Jackie (or Dr. Jackie, as some call me)

My first Technical Communicator Job Title: Technical Writer

My current Job Title: Sr. Business Systems Analyst

How I represent myself: As a Business Process Management professional with experience in business process modeling, business systems analysis, technical communication, and instructional delivery/design

Certifications that I Hold: BPMN Professional, ARIS Business Architect Professional

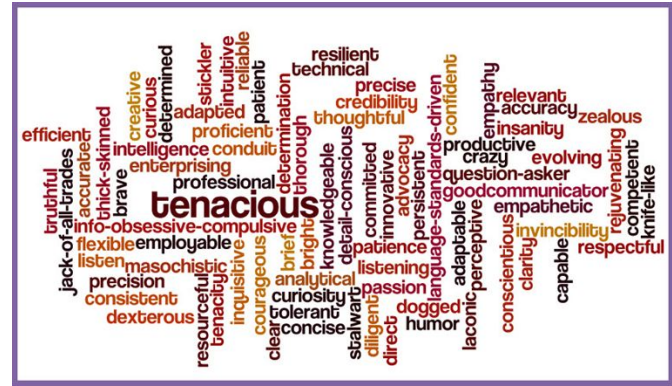
You can find more about me at:

@damrau (Twitter); www.linkedin.com/in/jackiedamrau (LinkedIn)

What I Have Been and Am!

- **1976-1990**
 - Secretary
 - Civil Service Clerk (Temp)
 - Insurance Clerk
 - Legal Secretary
 - Word Processor
 - Technical Typist
 - Phototypesetter
 - Production Supervisor
 - Office Manager/Security Supervisor
 - Editorial Assistant III
- **1990-2010**
 - Administrative Assistant
 - Publications Specialist
 - Technical Writer I and II
 - Proposal Writer
 - Senior Technical Writer
 - Curriculum Developer
 - Team Lead, Learning & Development
 - Knowledge Management Analyst 3 and 4
- **2010-Present**
 - Senior Functional Analyst
 - ARIS Trainer
 - Business Process Management Analyst
 - Senior Business Systems Analyst

- **High School**
 - **During:** I majored in Business
 - **After:** Business College to get my Legal Secretary Certificate
- Entered into Word Processing **BECAUSE I could “type fast”**
 - No TW Degrees existed when I started, but I focused on English
- Stayed in the TW world loving every minute of it
- **Launched my IDL career** where after three months, I was promoted to Team Lead (self-study and mentoring)
 - **Thanks to STC’s IDL SIG** and its members’ mentorship (Jane Mackenzie, Karen Baranich, and others) I found a happy place
 - Plus a short two years as a member of ATD which I found to not be as good as the IDL SIG offerings and camaraderie
- Career Growth took over
 - Took my TW, IDL (Training), and other skills to the Analyst role (again, self-study, plus a BPMN certification and an Advanced Professional Certificate
- And, yes, I’m **always looking** for my next opportunity — Always looking for a new adventure!



How I Got Here!

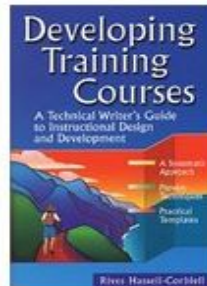
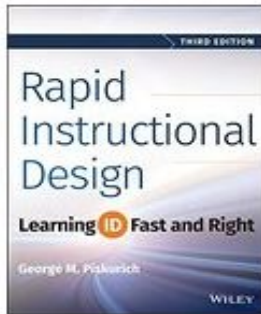
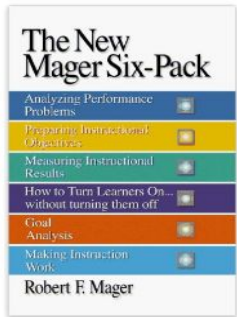


How Did I Get These Jobs!

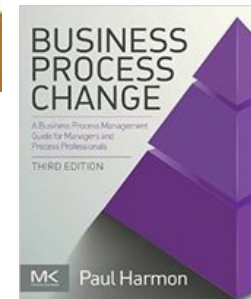
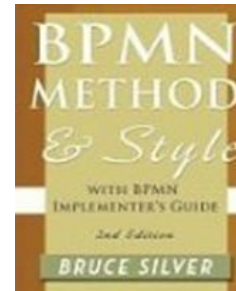
- **Placement/Contract Agencies**
 - Secretary
 - Civil Service Clerk (Temp)
 - Insurance Clerk
 - Business Process Management Analyst
 - Senior Business Systems Analyst
- **Job Classifieds**
 - Legal Secretary
 - Word Processor
 - Technical Typist
 - Phototypesetter
 - Production Supervisor
 - Editorial Assistant III
 - Technical Writer I and II
 - Proposal Writer
- **Friends/Word of Mouth**
 - Office Manager/Security Supervisor
 - Administrative Assistant
 - Publications Specialist
 - Curriculum Developer
 - Team Lead, Learning & Development
 - Senior Technical Writer
 - ARIS Trainer
- **Promotions**
 - Knowledge Management Analyst 3 and 4
 - Senior Functional Analyst

Self Study (My Way)

IDL Books that I used to teach myself
Instructional Design



BPM Books that I used to teach myself
Business Process Management and Modeling



Education

Northwood University

Dallas, TX

AA and BBA, Business Administration

Minor: International Business

Amberton University

Garland, TX

MBA, Business Administration

California Coast University

Santa Ana, CA

DBA, Business Administration

On-lineLearning.com and Ohio University

Certificate, Information Design

University of San Francisco

San Francisco, CA

Advanced Professional Certificate, Business Process Management



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**Thank You IDL SIG for
the opportunity to
present today!**