



STC RMC Progression

Financial Services and Legal Writing

[Deb Lockwood]

- The following is who I am...currently:
 - Senior Content Developer with CSG Systems, Inc., a customer care and billing provider
 - Senior member of the STC RMC and mentoring manager
 - Co-owner of E&D Communications

[Education]

- I have the following degrees and certificates:
 - MSS in applied communication from the University of Denver
 - BS in management from Regis University
 - Certificates in technical writing and corporate communications from the University of Denver

[Employers]

- I have 20 years of experience in the financial industry and have been employed by the following financial institutions:
 - US Bank
 - Prior to multiple mergers, this bank was all of the following financial institutions, and I worked for each:
 - First Bank Systems
 - Colorado National Bank
 - Central Bank
 - Bank Western
 - Western Federal Savings & Loan
 - Wells Fargo Bank
 - Prior to merger, this bank was United Bank of Denver.
 - Vectra Bank
 - Diners Club

Relevant Writing Experience

- Jobs I performed that required writing skills were as follows:
 - Regulatory Compliance Officer
 - Developed and delivered regulatory training, conducted compliance audits, and wrote audit reports for deposit and lending operations.
 - Policies and Procedures Analyst
 - Chaired policies and procedures committee, wrote bank policies and procedures for various operations including deposits, safe deposit boxes, and security.
 - Conversion Analyst
 - Wrote test scripts and conducted system tests in preparation for multiple systems conversions.

[Financial Institution Types]

- The following is a list of some types of financial institutions:
 - Banks
 - Savings and loans
 - Credit unions
 - Credit card companies
 - Mortgage brokerages or companies
 - Trusts
 - Investment brokerages or companies

Financial Writing Needs

- Writing needs for the financial industry include the following:
 - Training materials
 - E-learning modules
 - Policies and procedures (deposits and lending)
 - Marketing materials
 - Annual reports
 - Customer correspondence
 - Web sites
 - Systems test scripts

[Legal Writing Needs]

- Other writing needs with a legal bent are as follows:
 - Compliance reports
 - Compliance training materials
 - Audit reports
 - Loan file review reports
 - Paralegal writings

Financial Institutions in Denver

- The following financial institutions are based in Denver:
 - Janus Funds
 - Oppenheimer Funds
 - First Trust
 - 1st Bank
 - Vectra Bank
 - First Data Corporation

[Other Financial Institutions]

- The following financial institutions have a significant presence in Colorado, but most are based in Minneapolis, MN:
 - US Bank
 - Wells Fargo
 - TCF
 - American Express
 - Diners Club (a division of CitiGroup)

[Paralegal Profession]

- When researching the subject of legal writing, I found an article written by Nancy K. Lookabaugh, who is a technical writer who moved to the paralegal field in 2002.
- This article appeared in the STC Metro Voice, which is the newsletter of the New York Metro Chapter of the STC.
- In this article, the author explains why and how she moved to the paralegal field, starting with the pursuit of an accredited paralegal certificate at a local college.
- <http://tc.eserver.org/23701.html>

[Other Resources]

- Find federal laws and regulations in the Federal Register at <http://www.gpoaccess.gov/fr/>.
- As of 1/27/2005, I am still researching information about writing annual reports. Once I've gathered that information, I will add it to this presentation.