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Qualifications

Broad experience in supporting user effectiveness through product and product information development in engineering, IT, and operations organizations

Experience (ordered by relevance)

Cadence Design Systems, Inc., San Jose, CA

Director, Technical Publications

1988-1995

First technical publications manager; through acquisitions, mergers, and hiring, grew organization to staff of 40+ managers, technical writers, editors, production staff at locations on west and east coasts. Later founded Information Technology Group, Central Architecture and Technology; evaluated and deployed new information delivery technologies. In leadership for company-level quality and process initiatives. EDA software developer.

think3 design, Inc., Santa Clara, CA

Director, Educational Operations

1998-2001

Led development of CD and Web-based learning products. CD-based product awarded Distinguished at Society for Technical Communication Northern California and International competitions. Web portal deployed curriculum of readings, tutorials, and Web-based live instruction; design and development contributed to winning of Association of Support Professionals 2005 Ten Best Support Sites award. Led Japanese localization of CD learning product, including audio voice over, and internationalization of the delivery engine software. Also responsible for company Web sites, including in-house development of content management system for localized European language versions; secured ownership of Trados translation memory. Responsible for selection and implementation of company's Internet-based information delivery technologies. Team members in multiple U.S. locations, Italy, and Israel. Mechanical CAD software developer.

MultiGen-Paradigm, Inc., San Jose, CA

Director, Engineering Product Development Services

1996-1998

Responsible for technical publications, training, and QA. Led SGML-based project to deliver printed manuals, Windows help, and Irix (SGI) help from shared FrameMaker source. Managed Japanese localization of training guide. Acting Vice President of Engineering for one year, responsible for releases of four product lines; performed due diligence during merger with Paradigm Simulation. Managed implementation of virtual private network between San Jose and Dallas offices. Realtime 3D software developer; tools for Government and commercial flight and ground simulation, game development.

BravoBrava!, LLC, Union City, CA

Vice President, Operations

2001-2003

Supported spin out of companies using internally developed technology. Development support of SpeakESL (speech recognition for English language acquisition) including testing, training, localization to multiple Asian (Simplified Chinese, Japanese, Korean) and European languages (French, German, Russian, Spanish); text and audio voice overs. Led usability testing for products that later became Orb Networks (PocketPC, PC, Wi-Fi network), including lab testing and in-home installations. Intervention in restart of Soliloquy Learning, including bringing in new engineering management. Speech recognition and handhelds technologies incubator.

A Consulting, Sunnyvale, CA

Principal

1995-1996, 2003 to present

Consulting and development in information delivery technologies; information architecture, Web development. Companies include Avant! (Synopsys), Cadence Design Systems, The Chasm Group, FirePower (Motorola), Gold's Gym Silicon Valley (Gold's Gym Corporate), Objectivity, SRI International, Theatrix (Sanctuary Woods/Disney).

Activities and Awards

- 2005 Ten Best Web Support Sites, Association of Support Professionals, led design and implementation of original version of "MyTraining" for think3.
- "A Learning Model for the Speed of Change: Electronic Performance Support Systems," A Engineering Design Graphics Division, American Society for Engineering Education, Annual Midyear Meeting, January 2002.
- *The Monkey Wrench Conspiracy*, game-based learning product for think3 design, awarded Distinguished at Northern California and International Society for Technical Communication competitions, 2000.
- *Web Page Design Cookbook*, with William Horton, et al, John Wiley & Sons, 1996.
- "Information Oasis: time out to think about strategy," seminar through U.C. Santa Cruz Extension program in Managing the Development of Technical Information, Dept. of Business and Management, 1995, 1996.
- Speaker, Society for Technical Communication National Conference, May 1996.

Professional Organizations

Senior Member, Society for Technical Communication

Bay Area Publications Managers' Forum

BayCHI, Bay Area Chapter, Association of Computing Machinery (ACM) Special Interest Group on Computer-Human Interaction (SIGCHI)

Education

BA, English, University of California, Berkeley

MA, Education, Stanford University