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**Technical publications professional seeks opportunity to support your product team, meet your deadlines, and delight your customers.**

- Experience:** Twenty years as technical writer and trainer, template designer, and single-sourcing system developer.
- Distinctions:** Society for Technical Communication's highest award, of "distinction" (major contributor). Certified Webmaster, Certified JavaScript Developer, and Certified XML Developer. Adobe Certified Expert in FrameMaker.
- Subject Expertise:** Hardware and software applications supporting database, networking, telecommunications, internet and productivity applications, running under Unix, Windows and Mac OS; middleware products including CRM, enterprise-scale data mining, and development tools.
- Audience:** Full spectrum, from accessible documentation and training systems to highly technical API references.
- Skills:** Expert templating and development of single-sourcing systems, to book (PDF online and print), web (HTML/JavaScript), database (XML) and multimedia presentations (Adobe and Macromedia suites).
- Tools:** Adobe/Macromedia suite (FrameMaker, Acrobat, Photoshop, Illustrator, Dreamweaver and Flash/ActionScript) and Microsoft suite (Word, Excel, PowerPoint, Visio, and Project).
- Results:** Consistent record of on-time, on-budget completions.

## Clients

Adobe Systems	Clarify	Pacific Bell
Air Touch	Clear Communications	PG&E
Amdahl	Harmony Software	Quintus
Applied Biosystems	Hewlett-Packard	Selectica
Berkeley Transportation Systems	Liberate (formerly NCI)	Symantec Corporation
Broadvision	Livingston Enterprises	Siemens Medical
Chips and Technologies	Nexprise	Sun Microsystems
	On Display	VISA USA

## Education

Harvard University, Cambridge, MA. B.A., *cum laude*.  
Recipient, Harvard College Scholarship, Trustman Fellowship.

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**Project  
Experience****Senior Technical Writer and Template Designer**

*Berkeley Transportation Systems, Inc., Walnut Creek, CA*

Wrote new content and edited existing source material for a web-based application that collects and processes traffic data received from every freeway monitoring station in California. Used by professional traffic engineers to study historical trends, by Caltrans engineers to maintain realtime operations, by academic traffic modelers to apply mathematical models against the database to plan freeway improvements, and by VARs to provide traffic predictions for a given location based on similar recent days.

*Rehired repeatedly for updates to documentation.*

**Technical Production Specialist**

*Adobe Systems, Inc., San Jose, CA*

Maintained FrameMaker EDD and related documentation for the company's migration to a DITA-based FrameMaker/XML documentation and content management system.

Documented localization process and an internal server-based review application. Provided classroom training in Structured FrameMaker and other proprietary elements of the Adobe authoring and content management system for new internal authors and vendors. Wrote XSL template to automate documentation of the FrameMaker EDD by inference and extraction.

*Original production specialist contract renewed repeatedly.*

**Principal Instructor and Training System Developer**

*Center for Technical Understanding, Inc., Danville, CA*

Have provided evening and weekend seminars for technical writers since 1992.

The Center's curriculum comprises deep knowledge of existing and emerging technical writing tools, self-sufficiency in technical subject matter, and a usable knowledge of programming. Classes employ a case-study method to impart product knowledge, to develop elegant solutions to thorny hypothetical requirements, and to impart a systematic approach to troubleshooting.

*One of the original FrameMaker Registered Training Centers (pre-Adobe), the Center has offered evening and weekend classes in technical writing tools and technical subject matter since 1992.*

**Team Lead and Trainer, Process Designer**

*Applied Biosystems (formerly Perkin-Elmer), Foster City, CA*

Designed process for implementation of a corporate naming change throughout the Applied Biosystems FrameMaker and Acrobat document set. Hired, trained, and managed a production team of seven to identify and replace text-, object-, and graphics-based instances of obsolete naming and to update templates. Source material included FrameMaker filesets across three generations, originating in Windows and on the Macintosh, processed on their native platforms.

*Hired and trained a team of seven and managed production of over 300 documents over a two-year period, from legacy to draft to final, with flexible response to simultaneously developing requirements. Introduced a system of variables to simplify future upgrades.*

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**Project  
Experience,  
cont'd.**

**Senior Technical Writer and Graphical Tools Expert**

*Harmony Software, San Mateo, CA*

Updated existing manual and help system for release with Harmony 1.1, a browser-based applet that compiles data from disparate enterprise sources, for reporting and alarm polling. Provided administrator procedures (for system installation and configuration), and end-user procedures/examples (for designing performance reports and setting alarm thresholds). Developed and implemented new FrameMaker templates to specification. Solved a problem of special importance to the client: providing a method for resizing color screenshots without losing quality.

*Contract renewed three times.*

**Senior Technical Writer and Single-Sourcing System Designer**

*Selectica, San Jose, CA*

Provided administrator and developer documentation for key elements of the Selectica Internet Selling System (ISS), including the knowledge base, quote management, enterprise server management, mobile server management and API modules. Researched and authored a needs assessment related to the ISS-bundled HTML generator. Designed and implemented a turnkey, FrameMaker-based conversion that generated elegant web-based documentation from books built according to the FrameMaker template. Updated the in-house FrameMaker templates and style guide to requirements.

*Contract renewed repeatedly, both for production of documentation and for ongoing maintenance of FrameMaker and WebWorks solutions.*

**Senior Technical Writer and Single-Sourcing “Handyman”**

*Nexprise, San Jose, CA*

Wrote new and edited existing documentation modules for a web-based application that enables secure collaboration between vendors and clients in aerospace and other heavy industrial environments. Documentation included automated bidding, a cooperative design environment, workflow management, performance benchmarking, and decision tools for systematic assessment and approval in a hierarchical enterprise. Tweaked and processed “final” components provided by a team of five writers to create an HTML help system, using WebWorks (existing company template).

*Rehired repeatedly for further documentation and HTML conversion work.*

**Senior Technical Writer and Single-Sourcing System Designer**

*Quintus, Fremont, CA*

Substantially rewrote customization guide for client’s call center software suite. Tailored for intermediate-level programmers, it included introductory material regarding the components and flow of Quintus applications, and class-by-class documentation of the API. Developed and implemented turnkey MIF2GO conversion to HTML for documents using the standard in-house FrameMaker template and provided accompanying training materials.

*Client reported high marks from engineering and QA for thoroughness and ease of use of documentation.*

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**Project  
Experience,  
cont'd.**

**Senior Technical Writer and Template Designer**

*VISA USA, San Mateo, CA*

Wrote programmer documentation for an internal corporate application that queried a terabyte-scale SQL Server transaction database. Documented system architecture, logical model, physical database, and provided programmer's reference. Also wrote end-user documentation. Designed and built custom FrameMaker templates and wrote style guide for the Service Quality department.

*Contract renewed three times. Client reported praise from users regarding documentation quality.*

**Senior Technical Writer**

*Liberate (formerly Network Computer, Inc.), Redwood City, CA*

Wrote and desktop published installation/configuration manual, JavaScript implementation guide, and API reference for both the Sparc and Windows NT environments, for ISP implementation of a web-based TV application.

*On-time deliveries in a fluid development environment. Asked to return for subsequent projects.*

**Senior Technical Writer**

*On Display, San Ramon, CA*

Updated existing tutorial for release with CenterStage, a browser-based application that compiles data at user-defined intervals from specific URLs for tabular or graphical presentation in a custom HTML page. Documentation included procedures for setting up polling of source URLs and for setting up HTML output, ranging from realtime display of current data to generation of tabular/graphical displays representing evolving data, based on repeated polling of source URLs.

Developed custom MIF2GO conversion that generated a simple HTML help system from books built according to the existing in-house FrameMaker template and provided corresponding training materials.

*Contract renewed three times.*

**Senior Technical Writer**

*Sun Microsystems, Milpitas, CA*

Documented both the client and server components of an internal Solaris-based accounting application that captured inventory information using hand-held devices in the field, for downloading to a centralized accounting database.

*On-time, on-budget, kudos from the client for document quality.*

**Technical Marketing Writer**

*Hewlett-Packard, Roseville, CA*

Wrote copy for four data sheets concerning networking hardware and related software.

*Fast-track project completed on time, on budget.*

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**Project  
Experience,  
cont'd.**

**Documentation System Developer**

*Air Touch Communications, Walnut Creek, CA*

Provided needs assessment and recommendations for the documentation process in the client's software division. Interviewed stakeholders, including engineers, managers, and writers across three applications. Recommendations included critical path management, a database for recording engineering changes, specific platforms and tools, automated version control, and an approach to style that simplified document creation and produced highly usable documents.

*Recommendations were approved at the vice presidential level, resulting in a substantial reorganization of the documentation effort.*

**Senior Technical Writer**

*Clarify, San Jose, CA*

Rewrote system administrator documentation for use in modifying the Clarify database dictionary and customizing the Clarify GUI. Created end-user and system administration manuals for two new products that were under development concurrently with the documentation effort.

*Contract renewed three times.*

**Senior Technical Writer and Template Designer**

*Clear Communications Corporation, Denver, CO*

Wrote and desktop published configuration/administration guides (and corresponding product descriptions) for two UNIX/SQL-based TMN-compliant telecommunications management applications. Subjects included mediating network element communications to the OSS (operation support system), filtering network element alarms, and root cause analysis of alarms.

*Initial fast-track assignment completed in three weeks. Contract renewed.*

**Senior Technical Writer and Template Designer**

*Broadvision, Inc., San Mateo, CA*

Wrote and desktop published two chapters of a user manual for a Windows-based interactive cable TV-based application. Provided scenario-based walkthrough of GUI functionality and conceptual background on proprietary API processing.

*Took over project late in development cycle. Client's requirement for a rewrite of existing documentation from scratch was met within the original schedule.*

**Senior Technical Writer**

*Livingston Enterprises, Pleasanton, CA*

Wrote and desktop published three hardware installation guides—and version updates—for an internetworking router, a network firewall, and an ISDN “modem,” as well as administration guides for the Windows and Solaris versions of the corresponding configuration/management software.

*Contract renewed four times.*

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**Project  
Experience,  
cont'd.**

**Senior Technical Writer and Template “Handyman”**

*Symantec Corporation, Novato, CA*

Major contributor to User Manual for Symantec’s flagship project management program, Time Line 6. Designed flowcharted “walkthrough” (new to Symantec) to increase accessibility and usefulness of introductory information. Two descriptive chapters presented the product’s GUI and underlying database. Two procedural chapters described the ODBC and DDE functionality, as well as the product’s use as an OLE server and container. Two reference chapters described the underlying SQL database.

*Product awarded “Editor’s Choice” by PC Magazine. Manual awarded highest Society for Technical Communication honor, of “distinction.”*

**Senior Technical Writer and Conversion Process Developer**

*Siemens Medical Systems, Concord, CA*

Converted existing documentation base for Magnetic Resonance Imaging hardware and supporting software from PageMaker to FrameMaker. Updated documentation (over 1,000 pages) to reflect the newest software version.

*Very large-scale contract completed on budget.*

**Technical Writer**

*PG&E, Technology Planning and Assessment, San Francisco, CA*

Ongoing assignment as writer/editor, desktop publisher and help system author of reports and documentation on PC and server-related topics, with responsibility for rendering technical content accessible to a non-technical audience. Topics included:

- High-performance PC workstations and CPU upgrades
- High-resolution monitors and video adapters
- LAN adapters
- Disk drive upgrades
- Imaging
- Polymorphic viruses

Wrote/edited reference guides for company-wide *PC Configuration Standard* and *Lotus Notes Rollout* (“cookbook”-style and help system versions). Wrote review document for corporate GUI development project, resulting in rethinking and reprogramming of new company-wide (18,000 users) interface.

*Contract renewed four times. Received two awards for work at PG&E.*

**Senior Technical Writer and Conversion Process Developer**

*Pacific Bell, San Ramon, CA*

Wrote and desktop published manuals for an internal initiative tracking system that integrated MS Project, MS FoxPro, and MS Excel, including tutorials in Project/FoxPro/Excel basics, an overview-level product walkthrough, and more detailed procedural and reference chapters. Provided Acrobat deliverable and translation to HTML. Designed custom FrameMaker templates to requirements. Provided conversion to HTML.

*Completed templates and beta documentation for the original fast-track project in three weeks. Contract renewed three times.*

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**Project Experience, cont'd.**

**Technical Marketing Writer**

*Amdahl Corporation, Sunnyvale, CA*

Edited 51-page marketing document (with engineering audience) for a communications processor, including general description, hardware components and special features, configuration, specifications and glossary.

*Work completed within original budget and schedule.*

**Technical Writer**

*Chips and Technologies, Inc., San Jose, CA*

Wrote/edited and desktop published 125-page data sheet for an onboard Ethernet adapter, "ETHERCHIP", including product brief, pinouts, functional description, blocks, registers, configuration, electrical characteristics and mechanical description.

*Despite expanded scope of work, project completed within budget.*

**Continuing Education**

***Teach advanced seminars for technical writers and maintain current subject matter expertise through hands-on application across the spectrum:***

***Operating Systems:***

Built and maintained six classroom workstation, including Windows, Mac OS and Linux platforms.

***Networking:***

Built and maintained classroom network.

***Telecomm:***

Built and maintain a network of ten nodes (PCs configured for telephony) in ten counties around the San Francisco Bay Area that provide voicemail to hundreds of homeless people, through 60 public and private social service agencies. Pro-bono volunteer coordinator and technical lead.

***Database:***

Advanced coursework in SQL. Documentation of database-driven CRM and project management applications, as well as tools for web development with server-side databases.

***Web development:***

Certified webmaster, JavaScript developer and XML developer. Advanced coursework in XSL.

***Multimedia:***

Adobe/Macromedia suites.

***Programming:***

Certified JavaScript developer. Systematic and ongoing personal study of Java.