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### Technical and Management Consultant (1987 to present)

**Autodesk (Ports Group):** Wrote the AutoCAD *Network Administrator's Guide* version 1.0 for value-added resellers.

**Alta Bates Medical Center:** Consulted on an enterprise-wide Intranet deployment project; designed and managed comprehensive quality assurance testing for clinical applications; developed online help for mission-critical clinical application; created white paper for securely deploying clinical applications and patient data on the World Wide Web.

**Apple Computer:** Wrote and revised platform-specific portions of the ODBC for Macintosh *Developer's Guide*.

**Cambio Networks, Inc.:** Wrote marketing collateral for the COMMAND Network Documentation System.

**Compuware (previously CoroNet Systems):** Created all printed user and online documentation for the CoroNet Management System 1.0, a suite of Windows for Workgroups-based network remote monitoring (RMON) and graphical analysis tools for WAN and LAN client/server traffic.

**Consilium, Inc.** Created *Administrator's Guide* (300 pages) for WorkStream Online Data Replication System 1.0, a data warehousing application for real-time manufacturing systems.

**DeltaPoint, Inc.:** Created complete online help system, *User's Guide*, and online documents for QuickSite 1.0, an award-winning web site authoring tool; created comprehensive HTML 3.0 reference using hyperlinked examples.

**FlowScan, Inc.:** Created company-wide quality assurance and standard operating procedures manuals, including forms, workflow charts, organization charts, financial graphs, sales collateral, and training materials for all aspects of a startup medical technology company. Designed development methodology and project management framework for medical device product development, in accordance with required FDA Good Management Practices (GMPs) and ISO-9000 guidelines for all stages of the product lifecycle: research, product development, pilot production, outsourced manufacturing and quality control, distribution, and product support. Coordinated multiple clinical sites for hardware/software testing. Project manager and ad hoc troubleshooter.

**GeoWorks:** Wrote the advanced features chapters of user manuals for an integrated suite of GUI-based, network-capable applications (database, graphics, and word processing).

**Inprise (formerly Borland International):** Wrote six chapters of the *User's Guide* for dBASE for Windows 1.0, including: designing databases, creating indexes, entering and changing data, designing forms with standard Windows controls, setting control properties, and creating application menus; designed and created online help module that cross-referenced features for users familiar with earlier dBASE versions. Wrote the *Network Administrator's Guide* and *Upgrade Guide* for Paradox 3.0. Wrote the entire *Paradox SQL Link User's Guide* 1.0. Wrote portions of the *Paradox Engine Guide* 1.0.

**Inprise (formerly Visigenic, Inc.):** Wrote documentation for Common Object Request Broker Architecture (CORBA) compliant administrative and performance monitoring products; wrote Java API documentation for object-oriented database toolkit for application developers.

**Management Specialists Group:** Created procedures manuals, workflow charts, organization charts, financial graphs, marketing materials, newsletters, and management studies for various consulting and turnaround clients; developed turnkey training manuals for network users and administrators; provided strategic planning, technical consulting, and project management; managed network installations at several clients; developed multi-user applications; clients represented a broad range of industries, including law, real estate, insurance, publishing, distribution, and retail.

**Netscape Communications Corporation:** Wrote the *Intranet Deployment Guide*, a white paper for the Netscape SuiteSpot product line that describes enterprise-wide deployment strategies and methodologies, application and product selection criteria, and product-specific deployment guidelines. Created extensive API documentation (400+ pages) for the Netscape Application Server (formerly the KIVA Enterprise Server SDK 1.0), a Java/C++ class library. Created technical white paper on multi-tier, web-based application server technology. Wrote the Netscape Application Server for R/3 version 1.0 *Developer's Guide* (500+ pages) and *Installation Guide*, which enables Java developers to build web applications that interact with back-end SAP systems and run on the Netscape Application Server. Wrote the *Installation Guide* and revised the *Programmer's Guide* (Java / C++) for the Netscape Extensions, which provide the web-enabling Universal Call Interface (UCI) API for creating applications that interact with back-end BEA TUXEDO, IBM MQSeries and CICS/IMS systems and run on the Netscape Application Server.

**Network Associates (formerly McAfee, Inc.):** Completely revised the VirusScan *User's Guide* 2.0, adding new features and a new chapter on VirusScan for Windows 1.0; created Windows and DOS online help systems; wrote *Using NetShield* 2.0, an anti-virus product for network servers.

## Technical and Management Consultant (continued)

**Oracle Corporation** (Minicomputer Products Division): Rewrote the Oracle for Stratus VOS *Installation and User's Guide* and SQL\*Net TCP/IP for Stratus VOS *User's Guide*.

**Pacific Bell** (Empowered Desktop Project): Developed context-sensitive online help systems, cue cards, and HTML pages for enterprise-wide, client/server applications developed in Visual Basic, HTML, and Delrina Forms.

**PG&E** (Information Technology Services): Wrote management white papers, training materials, application development standards, online documentation, and newsletter articles for various groupware products, including electronic conferencing (Lotus Notes), electronic mail, electronic calendaring, document indexing, bulletin board, and menuing software; edited and wrote portions of the initial releases of *Database Server Recommendations*, Microsoft/Sybase *SQL Server Cookbook*, and *Application Development Guidelines* for company-wide distribution; developed marketing materials for the Network Applications Consortium, a group of Fortune 500 companies using wide area networks for enterprise-wide computing; delivered instructor-led training classes for groupware products in the Banyan VINES environment; created publications style guide.

**Slate Corporation**: Lead writer for PenApps Application Builder 1.0, a pen-based, object-oriented Basic product with an integrated database and forms designer running under the PenPoint and Windows for Pen Computing platforms; wrote the programming, database, overview, quick tour, and cross-platform porting chapters of the *Developer's Guide* and the database chapter of the *Reference Manual*; received the Excellence Award (1<sup>st</sup> place) for software reference manuals / user guides in the 1992 International STC Technical Publications Competition.

**Sterling Systems** (formerly Knowledgeware): Ported seven volumes of CASE tool printed/online documentation from OS/2 to UNIX platforms; converted OS/2 help (.IPF) files to Windows help (.RTF) format, uploaded to UNIX, then compiled using HyperHelp viewer. Extensively reorganized Windows online help system and added 120 commands and functions for ObjectView 3.0. Created style guide for Flashpoint for Windows online help system using performance support system methodologies and information mapping techniques.

**SyberGen Networks, Inc.** Wrote the SyGate 3.0 *User's Guide*, an HTML-based help system.

**Tidemark, Inc.** Developed and edited online help systems for PERMIT\*PLAN, a suite of applications that track cases, projects, parcels, contacts, permit applications, licenses, and other related information for public agencies; created the *Administrator's Guide* and *Deployment Guide* for Tidemark\*Connect, a web-enabled version of PERMIT\*PLAN.

## Employers (1983 to 1987)

**Del Monte Corporation** (Decision Support Services), San Francisco (12/86 to 12/87). Senior Analyst. Managed variety of development projects for distribution, operations and quality control applications; provided systems analysis, design, programming, and implementation support; created project, technical, user, and training documentation; developed custom multi-user applications using Clipper.

**Amstutz, Lynch & Associates** (Safeway Stores Account), San Francisco (9/85 to 12/86). Application Developer. Managed development and maintenance projects for microcomputer-based financial applications; provided systems analysis, application design, dBASE programming, and technical documentation.

**Bank of America** (Special Projects Group), San Francisco (9/84 to 9/85). System Manager. Developed division-wide cost accounting system that downloaded mainframe financial data to a custom microcomputer application; installed one of the first PC LANs in the bank.

**Contract Programmer**: San Francisco (9/83 to 9/84): Developed dBASE and Lotus applications for several firms, including Atlantic Richfield Co., Royal Viking Line, and Jandel Scientific.

## Education

**Amherst College**: BA English, *magna cum laude*, 1983.

**Professional Development**: UC Berkeley and Golden Gate University; courses in EXEC2/REXX, systems analysis, accounting; seminars in communications, networking, IBM architecture, and project management.

## Associations

**Society for Technical Communications**: Senior Member. Writing competition judge. Received the Excellence Award (1<sup>st</sup> place) for software reference manuals / user guides in the 1992 International STC Technical Publications Competition.