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OBJECTIVE: _____

A hybrid role as a Technical Writer and Tutorial Code Developer. I specialize in documenting APIs, developing code templates, and authoring tutorials to detail advanced deployments. Such materials go beyond traditional technical documentation as well as the often-cryptic or piecemeal “one-off” technical notes issued by busy Field Engineers.

SUMMARY: _____

I can contribute optimally to a company eager to:

- **Increase Sales** (by completing proof-of-concept configurations ahead of the competition and helping sales prospects embrace ‘value propositions’)
- **Improve Customer Satisfaction** (by providing extensive product knowledge for production deployments)
- **Cut Costs** (by reducing or eliminating the need for Field Engineers to track down obscure, yet vital product knowledge for each new customer)
- **Achieve Excellence** (by upgrading the scope, depth, organization, accuracy, and accessibility of technical information)

Research Skills.

I take pains to collect product knowledge from every useful source, including:

- **Developer Interviews.** I “mind-meld” with developers to gather vital information without squandering their time.
- **“Bangalore Savvy.”** I have worked extensively with colleagues in India to compile and verify key product information. This requires: a) cross-cultural respect and insight, b) the ability to switch rapidly from email to instant messaging to teleconferencing, and c) a keen ear for rapidly delivered Indo-English patois.
- **Field Support Communication.** I monitor tech support threads and bug databases to capture “one-off” resolutions I can integrate into “the big picture,” then publish for reuse. I also meet pro-actively with Field Engineers whenever they are local so as to incorporate atomistic bits of product knowledge into comprehensive deployment materials.
- **Code Reading.** I can understand (and program in) C++, C (including the wrappers used for “pseudo-classes”), C#, Java, HTML, XML, PHP, and SQL. I also parse design specifications thoroughly, thus obtaining technical details without infringing upon valuable developer time.
- **“Hands-on” Lab Investigation.** I enjoy setting up test beds to determine allowable and optimal deployment configurations. I have used my hypothetico-inductive training to discover and verify performance “sweet spots” that neither Development nor QA testing had time to establish.

Analytical Skills.

I pride myself on distilling raw product knowledge into a context the customer can readily grasp. For instance, beyond listing hardware requirements and software compatibilities, I explain—as appropriate—which software/hardware combinations perform best under specific conditions.

Authoring Skills.

I communicate in concise, unambiguous English. Whenever Web-publishing and machine-readability rules permit, I create clean, information-rich graphics to clarify complex relationships.

Code Development Skills.

I am committed to augmenting “traditional” technical documentation with richly annotated code samples that users can modify and reuse as the pivotal “glue code” that gets their environments up and running.

Interpersonal Skills.

The technical documentation I produce spans the traditional realms of Technical Publications, Quality Assurance, Field Engineering, Product Management, and Technical Marketing. I pride myself on collaborating closely with people from all these areas, while taking care to minimize the time these colleagues must contribute. In short, I focus on maximizing my own teamwork so as to improve everyone’s productivity.

PROFESSIONAL EXPERIENCE

- Oracle** (via Oblix acquisition), Senior Technical Writer 3/05-3/06
Wrote documentation for all or parts of five security-related products, including Oracle Web Services Manager integration with Oracle's SOA (BPEL-enabled) stack. Also led a team (in California and India) that converted non-structured Word and FrameMaker documents to Oracle's structured template.
- Oblix**, Senior Technical Writer 9/03-3/05
Won Outstanding Employee Award, January 2005. Wrote thoroughly annotated sample code for the Access SDK. These applets were written in: C++, C (with "pseudo-class" wrappers), C# (.Net compliant), and Java. Created manual covering the many options for NetPoint/VDE integration. Wrote or upgraded the documentation for numerous COREid and COREsv product features, including integration with Oracle, SQL Server, and Crystal Reports, etc. Updated setup procedures for Apache, WebLogic, WebSphere, IIS, and other supported servers.
- Network Appliance**, Senior Technical Writer 9/01-7/03
Set up a Gigabit Ethernet test bed to develop and validate advanced SnapDrive topologies. Extensively rewrote the user guides for the SnapDrive and SnapManager products. Developed or customized the internal production tools used to publish all Network Appliance technical documents in electronic and paper formats. Designed an RDBMS to track technical documents as they moved through planning, writing, and production.
- Comstock Systems**, Contract Technical Writer 7/01-8/01
Under severe time constraints, I researched and wrote the technical manual for a network storage product featuring Brocade optical-fiber switches.
- Jung's**, Contract Database Developer 2/01-7/01
Designed and implemented a fully relational inventory database for a small antiques dealer. I used Access, Excel, Word, and VBA to create this custom turn-key application.
- Synopsys**, Contract Technical Writer 9/00-2/01
Created three application manuals in five months. Coded and annotated numerous tutorial applets in Verilog, VHDL, and Tcl. Also designed and set up an advanced test bed to determine and document "knife edge" performance limits of chip-design products.
- Silicon Graphics**, Contract Technical Writer 7/00-9/00 (plus part-time consulting through 3/01)
Created a suite of twenty-three custom FrameMaker templates to automate monthly production of an enterprise-wide price book. Also wrote C scripts to link legacy UNIX applications to networked NT resources.
- Sun Microsystems**, Contract Technical Writer 3/00-5/00
Created a "single-source" FrameMaker/Quadralay template so that the Java Style Guide could be published simultaneously as hardcopy, Acrobat files, and dynamic HTML pages. Also wrote numerous UNIX macros to automate document production.
- San Francisco Unified School District**, Special Consultant 5/00-8/00
Created special course materials to introduce advanced computer and network technologies to teachers who had won professional development grants. Taught an intensive summer course utilizing this material.
- DoubleClick**, Contract Technical Writer 3/00-4/00
Converted a 150-page API from Word to FrameMaker format.
- Stanford Linear Accelerating Collider (SLAC)**, Contract Technical Writer 6/99-3/00
Authored a complex technical manual (i.e. 500 pages, 200 illustrations, 150 tables, 100 equations) covering the latest upgrade to Stanford's main "atom smasher." I also contributed significantly to: a 200-page user guide, a 350-page funding proposal, and a 500-page report on experimental findings.
- NexPrize**, Contract Technical Writer 5/99-6/99
Converted existing system-administrator documentation into a series of PowerPoint tutorials.

San Rio, Contract Technical Writer 3/99-4/99
Developed five sets of procedural tutorials covering the Lawson Open Enterprise Accounting Suite. Used Word, PowerPoint, and VBA to satisfy the diverse training requirements of the client firm's various departments.

The TechFlow Group, Contract Technical Writer 6/98-3/99
Authored a technical white paper on UniCode-compliant Chinese-language software applications. Used Word and Chinese Partner to compose this graphically complex, bi-lingual document. Won award from Chinese Academy of Sciences for this publication. I also created three API references for the companion applications.

NetBoost, Contract Technical Writer 6/98
Created a 400-page API reference for a network database application. I subsequently used RoboHTML to convert that material for online viewing.

Miscellaneous, Contract Technical Writer prior to 6/98
During my first two years as a Technical Writer, I completed more than 30 short contracts, including the following:

- 17 articles on technology in China for various International Data Group publications. These included long pieces on the Pudong Technology Development Area and Boeing's manufacturing efforts in China.
- Numerous technology transfer assessments for clients planning to invest in emerging Chinese high-tech industries.
- Numerous white papers on technical issues relevant to proposed joint ventures between Chinese and American companies.

Prior Experience

Before becoming a Technical Writer, I had a two-decade career as a professor and program administrator at Haverford, Bryn Mawr, and Pomona Colleges. I also consulted extensively on linguistics and high-tech issues for the Chinese Academy of Sciences and served as a Fulbright Professor in American Studies.

EDUCATION:

A.B., Harvard College, East Asian Studies, 1976. [Matriculated directly into the sophomore class; graduated magna cum laude in three years].

Certificate, Beijing Normal Univ., Chinese/Linguistics, 1981.

M.A., Univ. of Connecticut, American Studies, 1984. [History of American Science].

Ph.D., Univ. of Connecticut, English, 1989.

DISTINCTIONS:

Oblix Outstanding Employee Award 2005

Fulbright Professor in China 1990-91

Harvard's Conant Prize for Excellence in Science 1973-74

Numerous awards for works published (in Chinese and English) as a literary critic, journalist, creative writer, policy analyst, management consultant, and college administrator.