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Summary

Lead Technical Writer and Project Lead with 9+ years of experience managing fast-paced, multi-site technical documentation and user-interface design efforts for BEA Systems, a world-leading application infrastructure software company. Proven ability to build and retain elite technical writing teams for new acquisitions and new product development for Java, web services, and Service-Oriented Architecture (SOA) development environments.

Award-Winning Leadership

- Received two Excellence awards (1st), four Merit awards (2nd), and one Achievement award (3rd) from Society for Technical Communication, a national organization with ten Bay Area chapters.
- Received BEA “Achievers Club Award” for organizational performance as a Publications Mgr.

Technological Innovation

- Earned patent (pending) for Liquid Help, a mechanism for building help systems that are more universal, easier to access, and simpler to maintain.
- Devised collaborative authoring environment with dynamic web publishing capability using wiki and RSS technology. Created writer status tool.

Global Perspective

- Delivered presentations at the Bay Area Publications Manager’s Forum (BAPMF): “Getting Together, Getting Global, Getting Fast,” (2004); “The Rise and Evolution of the BEA Ease of Use Center” (2002); “Pushing the Documentation Development Envelope,” (2000).
- Managed offshore documentation efforts in India, including training and ongoing communication/guidance. Developed pipeline of Dublin-based local contract writers.

Diverse Portfolio

- Created user guides, programmer guides, installation manuals, reference manuals, man pages, quick reference cards, online help, HTML and wiki-based documentation.
- Adept at drafting marketing collateral such as press releases, newsletters, data sheets, information guides, brochures, catalogue proposals, hypertext articles, business plans, and demonstrations.

Work Experience

BEA SYSTEMS, INC., SAN JOSE, CA (1996 TO 2006)

Senior Manager, WebLogic Integration Department, Ease-of-Use-Center (1999 – 2006)

WebLogic Integration. Assembled and managed 15-person documentation team including two subordinate managers, eight staff and senior writers, a Java developer, a staff user interface designer, and six documentation consultants. Developed staff potential through coaching, mentoring, and by providing opportunities for innovation, leadership, and growth. Managed the development of tools and processes to improve writer productivity. Delivered over 4000 pages of print and online documentation for web services-based BEA WebLogic Integration and SOA-based BEA AquaLogic Service Bus and Service Registry products.

Ease-of-Use Center. Jumpstarted creation of a centralized user interface design and documentation infrastructure department. Hired an eight-person team of usability engineers, interaction designers, and developers. Established department goals and authored charters, presentations, and reports for executive review. Produced user-testing reports, design recommendations, interface designs, interaction models, design shells, and graphic design for multiple BEA software products. Moderated corporate-wide usability forum for development of corporate usability standards. Led participation in customer site visits for task analysis, recommendations reporting, and design input.

Project Lead and Manager, Information Engineering Writing Department (1996 – 1998)

Managed a 10-person team of technical writers, editors, consultants, and tools developers working on multiple documentation, infrastructure, and graphic design projects. Met product documentation milestones and deadlines for eight product lines. Maintained high-level of customer interaction conducting documentation usability testing and giving presentations to customers at BEA user conferences. Wrote documentation plans, help systems, developer guides, conceptual material, Java reference material, release notes, and code walkthroughs.

BEA Deliverables

Documentation Projects

- BEA [WebLogic Integration 8.1](#), [AquaLogic Service Bus 2.0](#), [AquaLogic Service Registry 2.0](#), and [WebLogic Adapter 7.0](#), 8.1, and 8.5 product lines.
- WebLogic Collaborate early adopter program and WebLogic Process Integrator early adopter program, [eLink Adapters](#) for BPO, [SAP R/3](#), Peoplesoft, and Mercator.
- BEA WebLogic Commerce Server and WebLogic Personalization Server 2.0.
- [Manager 2.0](#), [Log Central 5.0](#), [SNMP](#), HP/ITO SPI Tuxedo Extensions releases.
- Top End, a TP monitor, Builder IDE tools for BEA TUXEDO, and M3 (now [WebLogic Enterprise](#)), a CORBA-compliant developer environment.
- [Jolt](#) for development of Java and JavaBean-based applications as client interfaces to BEA TUXEDO, [WLE Connectivity for WebLogic Server](#) and servlet development.

Technical Writing and Information Architecture

- Designed the information architecture and hand-coded HTML web pages for the [WebLogic Integration 8.5](#) and [AquaLogic Service Bus 2.0](#) releases.
- Wrote *Introducing WebLogic Integration*, *BPEL Import/Export Guide* for dev2dev, the *Guide to Best Practices in Designing BPM Workflows for WebLogic Integration 7.0*, the *Commerce Server 2.0.1 Product Family Overview*, the *Introduction to M3* (a CORBA-compliant transaction platform), and the *Jolt Release Notes*, *Jolt User Guide*, and *Builder Jolt Expert User Guide* (1.0 versions). Jolt was a Java-based client interface. Revised the *BEA AquaLogic Service Bus Overview* (beta version) and the *WebLogic Integration 8.1 Worklist Tutorial* (alpha version), the *Personalization Server 2.0.1 Developer and User Guide* and the *SNMP Agent Connection 2.0 Systems Reference*. Re-wrote the BEA *M3 Administration Console 2.0* online help system.

User Interface Design Projects

- The [award winning](#) WebLogic Portal 4.0 product
- WebLogic Server 7.0 Administration Console, Builder 7.0 deployment application, [WebLogic Server Medical Records samples](#), [BEA WebLogic Platform 7.0 documentation](#) web site. WebLogic Collaborate 7.0 Administration Console, WebLogic Adapter, and the Java Mainframe Adapter.
- AquaLogic (beta) console, WebLogic Integration 8.1, WebLogic Server 8.1 Administration console, Liquid Data, Workshop, and Portal Administration console
- Heuristic review of WebLogic Enterprise Security product.
- Ease-of-Use Center web site, icon library browser, documentation browser, a [UI color testing tool](#), and online services ordering tools.
- The *BEA Administration Console Style Guide*, the *BEA Interface Design Style Guide*, Cascading Style Sheets (CSS) for developers, personas, usability forums, a project design showcase, reusable templates for conducting usability studies, standard splash screens, billboards, and icons, and samples interfaces.

Infrastructure Projects

- Spearheaded effort and led cross-site design team to plan, design, implement, and maintain the external BEA product documentation web site at <http://e-docs.bea.com>. Set strategic policy, designed directory structures, and identified requirements and goals for this web site.
- Drove development of AutoConvert console GUI. AutoConvert enabled the automatic conversion of single-sourced FrameMaker documents to HTML for online help and for edocs.bea.com on a scheduled and on-demand basis. Other tools included development of an HTML Frames-to-Table Converter, an HTML link extraction tool, and a staff-reporting tool.
- Designed initial FrameMaker templates and developed HTML-based help systems (using Netscape's NetHelp, JavaHelp, and WebWorks Help) for cross-platform online help deployment. Wrote initial JavaScript functions for NetHelp system.
- Led team maintenance and update of standard FrameMaker and Quadralay WebWorks templates. Developed documentation set architecture and guided the creation of the Information Engineering writer web site and wiki-based WebLogic Integration documentation portal. Oversaw efforts of system administrator who supported over 50 writers. Contributed to development of corporate style guides and documentation design standards.

■ Prior Work Experience

Extensive experience in technical publications designing, writing, and editing software and hardware documentation for software developers, network administrators, and computer system users.

NEURON DATA, INC., MOUNTAIN VIEW, CA (1995 to 1996): Senior Technical Writer. Produced developer documentation for Neuron Data's [Elements Environment](#), a suite of multi-platform software development tools. Created over 1500 pages of technical information from header files, example code, and functional specifications.

UNISON-TYMLABS SOFTWARE, INC., AUSTIN, TX (1993 to 1995): Lead Technical Writer. Supervised two writers and wrote system administration and developer documentation for Session, RoadRunner, LoadBalancer, and Formation HP-MPE and UNIX network applications. Developed wide range of publications including marketing materials, press releases, newsletter articles, data sheets, information guides, brochures, quick start guides, online help systems, business plans, and system administration and programmer guides.

SOLIS DESIGN, AUSTIN, TX (1992 to 1993): Documentation Consultant. Clients included Corporate Memory Systems, Texas General Land Office, J+ Publications, and Tandem Computers in Austin.

ANALYSTS INTERNATIONAL CORPORATION (AiC), AUSTIN, TX (1991 to 1992): Technical Coordinator. Guided team to develop documentation for IBM, Motorola, and Apple Power Open consortium. Wrote documentation for Dow Corporation's chemical modeling software and the IBM AIX interface-builder application.

CENTURY DESIGN, INC., AUSTIN, TX (1989 to 1991): Lead Writer. Produced over 1200 pages of documentation in hypertext format for the IBM AIX RISC system 6000. Developed online and hard-copy documentation for the following AIX projects: [BSD Sockets](#), STREAMS, Remote Procedures Call (RPC), External Data Representation (XDR), System Network Architecture (SNA), HCON emulation, Network File System (NFS), and TCP/IP. Also documented subroutines, device drivers, kernel extensions, and data link controls (DLC).

■ Education

Degree / Additional Coursework

Institution

BA English, Minor in Computer Science

Trinity University, San Antonio, TX

Business, Interdisciplinary Studies, Creative Writing
Interface Design, Managing Technical Publications Depts.
Strategies for Successful Leadership, Hiring and Retaining
Top Talent, Optimizing Performance Excellence,
Performance Management Training, Introduction to Java,
Enterprise JavaBeans

Stanford University, Palo Alto, CA
University of California, Santa Cruz, CA
BEA Corporate Training, San Jose, CA

■ Technical Skills

"Hands on" experience with, knowledge of, courses in, and/or documentation experience with the following:

Systems: Wintel (Windows XP, 2000, and prior versions), UNIX, IBM RISC System/6000 (AIX, X-Windows), Sun (Sun OS, Solaris), Hewlett-Packard 9000 (HP/UX), NeXT, Apple Macintosh

Software: Adobe: FrameMaker 6.0, Photoshop, Acrobat PDF
Microsoft: Word, Excel, PowerPoint, Project, Visio
Internet: Quadralay WebWorks, HTML, CSS, WebLogic Server, Apache
Other: Macromedia Dreamweaver, Perforce (P4), CuteFTP, PaintShop Pro, UNIX, Accept product management, Eclipse IDE, JSP wiki, SocialText wiki, RSS, Qarbon Viewlets

Languages, Languages: Ada, APL, BASIC, C, C++, COBOL, DATABUS, FORTRAN, HP-GL, IBM
Protocols: 360/70 Assembler, Java, Javascript, LISP, OOScript, PL/1, shell scripts (C, Bourne, Korn),
SNMP, TCP/IP, JavaBeans, CORBA, XML

References available on request.