

Summary of Qualifications

Nineteen years of experience as a technical communicator who researches, writes, and edits print and Web-based documentation, online help, and training materials for users and technicians. Twelve years writing and editing marketing materials, such as white papers, brochures, newsletters, articles, presentations, and copy for Web sites. Industries include software development, Internet technologies, manufacturing, HVAC, energy metering and monitoring, and transportation.

Experience

Technical Writer (contract position), Mueller Systems, Middleboro, MA **12/09-6/10**

Wrote and edited technical documentation and marketing and training materials for this manufacturer of electrical and water metering systems for utilities. Projects included user's manuals, training manuals, training presentations, requests for proposals (RFPs), and product data sheets. Established the company's style guidelines, designed templates for technical documentation, and evaluated user interface designs to provide recommendations for improvement.

Software used: FrameMaker, InDesign, Word, Excel, Captivate, Illustrator, and Photoshop

Technical Writer (contract position), Optimum Energy, Seattle, WA **3-12/09**

Wrote and edited documentation for this manufacturer of energy-saving devices for commercial HVAC systems. Projects included engineering guides, operations manuals, and software development kits (SDKs) for products developed in Java.

Software used: Word, Excel, SharePoint, and Niagara^{AX} Workbench

Technical Editor (contract position), Microsoft Corporation, Redmond, WA **9/08-1/09**

This assignment was for the Editorial Quality Assurance Program of Microsoft Services' Program Management Office for Service Lines (PMOSL).

- Edited marketing and technical materials for the company's seven service lines. Projects included product data sheets, presentations, discussion guides, technical specifications and manuals, project plans, statements of work, work orders, quick reference guides, and FAQs.
- Published content to the company's intranet and external Web site at the end of each monthly release cycle. Content volumes ranged from 1,500 to 6,000 pages per month.
- Wrote job aids for internal use.
- Assisted project managers in compiling and tracking data for content release cycles.
- Evaluated processes and procedures; provided recommendations to the release manager for adjustments and improvements for future release cycles.

Software used: Word, Excel, PowerPoint, Visio, Project, OneNote, SharePoint, Arsenal Tag Moderation Tool, and InfoWeb

Technical and Marketing Writer, Phoenix Controls Corporation, Acton, MA **8/01-8/08**
(subsidiary of Honeywell)

Wrote, edited, indexed, and researched information for technical, marketing, and training documents for this manufacturer of airflow control systems for research laboratories, hospitals, and cleanrooms registered to ISO 9001 standards.

Documentation written for custom hardware and software products.

- Primary projects—Product data sheets, promotional handbooks, case studies, brochures, presentations, training materials, field service manuals, engineering guides, user's guides, online help, sales and technical service bulletins, white papers, press releases, newsletters, text for electronic promotions (e-mailers) and corporate Web site, and policy and procedure manuals for engineers and sales representatives.
- Smaller, ongoing projects—Created basic line drawings, scanned images, converted graphic and photo formats, photographed products with digital camera, wrote and edited articles for publication in technical journals, wrote SDKs for products created in Visual Basic, and assisted Training Manager in creating online tutorials.

Technical and Marketing Writer, Phoenix Controls Corporation (continued)

- Established the guidelines for writing technical and marketing pieces, and ensured these guidelines were followed.
- Trained contract writers and in-house support staff for desktop publishing projects, and reviewed their work for accuracy and quality.
- Prepared the annual printing budget. Also worked closely with printers to ensure projects consistently met high-quality standards at the lowest cost.

Software used: FrameMaker, InDesign, Acrobat, PageMaker, RoboHelp Office, Word, Excel, PowerPoint, Visio, Photoshop, Illustrator, Camtasia, Dreamweaver, Flare, LonMaker, and Niagara^{AX} Workbench

Technical Indexer/Editor/Writer (contract positions), Microsoft Corporation, Redmond, WA

2/96-10/99, 6-8/01

- Edited computer-based tutorial for Visio Standard and Professional products.
- Edited online help index for Publisher 97.
- Indexed articles for Bookshelf 99.
- Indexed encyclopedia articles for Encarta 99. Also indexed 1,500 photos and maps during this assignment.
- Indexed SDKs for C++, Visual Basic, and Visual J++ programmers.
- Indexed online help and print and Web-based documentation for Windows NT/2000 network designers and administrators.
- Keyworded and categorized animations, clip art, photographs, and sounds for the company's software products and Web sites. Indexed a total of 50,000 unique pieces during this project. Established the standards for keywording and categorizing images for the company, since this type of indexing was a new undertaking at Microsoft at the time. These standards are still in use there.
- Researched ideas for clip art created by in-house and contract artists.
- Wrote and edited guidelines and procedures for tasks performed during each assignment.
- Wrote, edited, and indexed online help for custom tools developed for internal use.

Software used: Publisher, Word, Excel, PowerPoint, Visio, Encarta, Bookshelf, indexing tool for Microsoft Authoring Environment (MAE), Raid, Crucible, and Visual Source Safe (VSS)

Technical Writer, ClickThings, Inc., New York, NY

1/00-5/01

Wrote, edited, and indexed technical documentation for this Internet start-up company that specialized in developing server-based software for building Web sites and e-commerce solutions.

- Wrote online, Web-based help and print manuals for all software products. Help developed in RoboHelp and converted to Java-based format using WebHelp. Print manuals created in Word.
- Edited copy for Marketing Department, such as brochures, booklets, requests for proposals, and white papers.
- Wrote and edited training materials and presentations for workshops.
- Researched and wrote Web site content for clients in the travel and pharmaceutical industries.
- Assisted international team in preparing documentation to be localized for Asian markets and verifying formatting was accurate after the translation house finished these projects.
- Wrote style guide and glossary of industry-related terms for internal and external documentation.

Software used: RoboHelp Office, Word, Excel, and PowerPoint

Senior Publications Coordinator, Crowley Marine Services, Seattle, WA

8/91-10/95

Project manager for all technical and marketing publications produced by the Environmental, Safety, and Quality Assurance Department. Researched, wrote, edited, and indexed documentation in FrameMaker to conform to state, federal, and ISO 9002 guidelines. Worked closely with printers to ensure projects consistently met high-quality standards at the lowest cost. Projects included:

- occupational safety, health, and environmental policy and procedure manuals.
- emergency response plans for the company's 15 facilities and 100 vessels.
- training materials for monthly safety meetings and classes.

Senior Publications Coordinator, Crowley Marine Services (continued)

- proposals for government contracts.
- reports for internal use.
- newsletters for employees and customers (one bimonthly and one quarterly).

Also supervised two temporary employees who provided data entry and filing support for the Health and Safety and Training Managers. The first temporary was on assignment for six months; the second for two years.

Software used: FrameMaker, PageMaker, Word, Excel, PowerPoint, Visio, and Macrex

Awards and Honors

- Associate Fellow, Society for Technical Communication (STC), 2009
- Received these honors from STC for technical marketing pieces produced for Phoenix Controls Corporation:
 - Two Awards of Excellence, STC international level, 2007-2008
 - Best of Show in Technical Publications, STC-Boston Chapter, 2006
 - Three Awards of Distinction, STC-Boston Chapter, 2006-2008
 - Six Awards of Excellence, STC-Boston Chapter, 2003, 2005, 2007; STC-Pittsburgh Chapter, 2009; and STC-Toronto Chapter, 2010
- Distinguished Service Award for Indexing Special Interest Group, STC, international level, 2004

Education

Degrees

- Master's of Education, Adult Distance Education, University of Phoenix 2/06
- BS, Journalism (public relations), University of Oregon 8/86
- BS, General Studies with minors in history and psychology, Eastern Oregon University 6/84

Certificates

- Six Sigma Fundamentals, Honeywell 10/07
- Graduate Certificate in Educational Technologies, Harvard University 3/04
- Certificate in Microcomputers and Networks, University of Washington 6/96

Professional Affiliations

- Toastmasters International, Chelmsford, MA Chapter 12/09-present
- American Society for Training and Development, Puget Sound Chapter 2/07-present
- American Society for Indexing 8/95-present
- Society for Technical Communication 4/91-present