

Summary of Qualifications

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

Skills

Professional skills:	Strong technical, analytical, marketing communication, project management, writing, editing/proofreading, indexing, and training skills
Authoring tools:	FrameMaker, InDesign, RoboHelp, Flare, Word, Doc-To-Help, Microsoft HTML Help Workshop, QuarkXpress, and PageMaker
Training tools:	GoToWebinar, WebEx, and Adobe Connect
Other tools:	Acrobat Professional, Visio, Photoshop, Illustrator, Excel, PowerPoint, Camtasia, Dreamweaver, Microsoft Project, Microsoft OneNote, SharePoint, Visual Source Safe (VSS), Raid, Bugzilla, Arsenal Tag Moderation Tool, InfoWeb, LonMaker, Niagara ^{AX} Workbench, Doxygen, and NetBeans IDE
Operating systems:	Windows, Linux, and Macintosh
Mark-up languages:	HTML and XML
Programming languages:	Knowledgeable in VBA, Visual Basic, C+, Java, and PHP

Experience

Contract Technical Writer, Network Engines, Canton, MA (part-time) 3/11–present

Write and update network administrator guides, configuration guides, and APIs/SDKs in an agile environment for this ISO-9001-2008 and TL-9000 certified manufacturer of appliances used in telecom, virtual, and cloud network deployments. Also evaluated the user interface for the company's product and recommended improvements.

Contract Technical Writer, Target, Minneapolis, MN 1–2/11

Wrote knowledge transfer documentation and a case study for a large taxonomy project developed in Oracle PDQ.

Contract Technical Writer, Bluefin Robotics Corporation, Cambridge, MA 9–10/10

Wrote, edited, and indexed technical documentation for this manufacturer of autonomous underwater vehicles (AUVs). Also refined processes and procedures for creating and updating technical documentation.

Contract Forms Developer, Staples, Framingham, MA 7–8/10

Designed and developed interactive online performance evaluation forms using Microsoft Word and VBA. Also wrote instructions on how to use the forms and the performance review process.

Contract Technical Writer, 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, along with processes and procedures for technical documentation.
- Designed templates for technical documentation, and evaluated user interface designs.

Contract Technical Writer, 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 SDKs.

Contract Technical Editor, Microsoft Corporation, Redmond, WA

9/08–1/09

- Edited marketing and technical materials for the Editorial Quality Assurance Program of Microsoft Services' Program Management Office for Service Lines (PMOSL): Product data sheets, presentations, discussion and quick reference guides, technical specifications and manuals, project plans, statements of work, work orders, and FAQs.
- Published content to the company's intranet and external Web site at the end of each monthly release cycle.
- Wrote job aids.
- Assisted project managers in compiling and tracking data for content release cycles.
- Evaluated processes and procedures; provided recommendations to the release manager.

**Technical and Marketing Writer, Phoenix Controls Corporation, Acton, MA
(subsidiary of Honeywell)**

8/01–8/08

- Wrote, edited, indexed, and researched technical, marketing, and training documents for this ISO 9001 registered manufacturer of airflow control systems for research laboratories, hospitals, and cleanrooms. Documentation written for custom hardware and software products; included user guides, field service manuals for technicians, training manuals and presentations, policy and procedures, product data sheets, white papers, case studies, brochures, press releases, and SDKs.
- 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.

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

1/00–5/01

- Wrote online help and print manuals at this Internet start-up company that specialized in developing server-based software for building Web sites and e-commerce solutions.
- Edited marketing brochures, booklets, requests for proposals, and white papers.
- Wrote and edited training materials and presentations for workshops.
- Researched and wrote Web site content.
- Assisted international team in preparing documentation to be localized and verifying formatting accuracy.
- Wrote style guide and glossary of industry-related terms.

Contract Technical Indexer/Editor/Writer, 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, photos, and maps for Encarta and Bookshelf 99.
- Indexed SDKs for C++, Visual Basic, and Visual J++ programmers.
- Indexed online help and print 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. Established the company's standards for keywording and categorizing images, which are still in use.

Contract Technical Indexer/Editor/Writer, Microsoft Corporation (continued)

- 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.

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 at this ISO 9002 certified marine transportation company.
- Researched, wrote, edited, and indexed documentation to conform to state, federal, and ISO 9002 guidelines. Projects included policy and procedure manuals, emergency response plans, contingency plans, training manuals, proposals for government contracts, internal reports, and newsletters for employees and customers.
- Supervised two temporary employees who provided data entry and filing support.

Awards and Honors

- Fellow, Society for Technical Communication (STC) 2011
- Associate Fellow, STC 2009
- Awards from STC for technical marketing pieces and journal articles 2003–2010
 - Two Awards of Excellence, international level
 - Best of Show in Technical Publications, Boston Chapter
 - Three Awards of Distinction, Boston Chapter
 - Six Awards of Excellence, Boston, Pittsburgh, and Toronto Chapters
- Distinguished Service Award for Indexing Special Interest Group, STC 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 and Courses

- 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

- American Society for Training and Development 2/07–present
- American Society for Indexing 8/95–present
- Society for Technical Communication 4/91–present