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Objective

Contract software technical writing position.

Professional Summary

Technical writer with over 22 years of experience producing online help, printed documentation, and Web documentation for highly technical products including Application Programming Interfaces (APIs), Software Developer Kits (SDKs), Java-based products, Web Services, speech recognition products, Visual Basic ActiveX controls, operating systems, databases, client/server products, and several programming languages.

Skills

Professional skills: Strong technical, analytical, problem-solving, project management, writing, communication, editing / proofreading, and interpersonal skills.

Authoring tools: MadCap Flare, Microsoft Word, FrameMaker, RoboHelp / RoboHTML, Help & Manual, Microsoft HTML Help Workshop, HTML, and various mark-up languages.

Other tools: Beyond Compare, Doxygen, Eclipse, EditPad Pro, Elluminate virtual classroom software, Funduc Search and Replace, Javadoc, MadCap Capture, Microsoft Excel, Microsoft PowerPoint, Microsoft Project, Microsoft Visual SourceSafe, NetBeans IDE, NoteTab Pro, Paint Shop Pro, Perforce, Sandcastle, Subversion / TortoiseSVN, VMWare, and various bug tracking tools (Bugzilla and JIRA).

Programming languages: C, C++, C#, Java, Microsoft Visual Studio, Pascal, SQL, Visual Basic, and Assembly Language.

Operating systems: Windows XP, Windows NT, Windows 2000, MS-DOS, Linux, UNIX, and VMS.

Other: Trained in peer-editing, contextual inquiry, computer-based training, indexing, proofreading, and object-oriented design concepts.

Contract Technical Writing Experience

Tervela
Contract Technical Writer

Acton, MA
May 2010 – present, September 2007 – October 2009

Documented three APIs (C, C#, and Java) for a hardware-based messaging platform that delivers high volume / low latency messages. Researched reference information for the APIs by reading the source code. Updated the Javadoc comments in the Java source code and built the Javadoc files using build scripts, Eclipse, and the NetBeans IDE. Updated the C# help comments in the C# source code using Microsoft Visual C# and built the compiled HTML Help using Sandcastle. Convinced management to commit to switch to MadCap Flare for the documentation, based on test conversion projects. Migrated the entire documentation tree from Subversion to Perforce.

Mindreef
Contract Technical Writer

Hollis, NH
March 2006 – February 2008, October – November, 2005

As a sole writer, documented a collaborative solution for Web services and service-oriented architectures (SOAs). Wrote, revised, edited, and produced Web-based help using Help & Manual. Wrote and edited various marketing materials, including data sheets, “corporate backgrounder” documents, white papers, sales aids, and customer newsletters. Worked closely with the product team as they migrated from using waterfall software development to Scrum.

Navic Networks
Contract Technical Writer

Needham, MA
December 2005 – February, 2006

Documented an API used internally.

Voice Signal Technologies
Contract Technical Writer

Woburn, MA
April – June, 2005

Documented an API for software that voice-enables cell phones. Revised and produced a user guide and reference manual in HTML Help and PDF, using Doxygen. Coded .h files with Doxygen commands to produce programmer documentation from a “single source of truth” (the source code).

Regular Employment Technical Writing Experience

Compuware Corporation
Information Developer

Nashua, NH
2002 – 2005

As part of a seven-person documentation group for a company that creates software that enables developers to debug and perform performance analysis, memory usage, and coverage testing and tuning on software they are developing:

- Updated and produced an understanding guide, installation guide, WebHelp, context-sensitive JavaHelp, and Unix manpages for a Java-based code analysis tool.
- Wrote online help for a Windows-based code analysis tool for software developers working in the Visual Studio, Visual C++, and Visual Basic environments.
- Peer-edited, proofread, and performed production checks on manuals and help systems for members of the writing team.
- Wrote and produced a schedule for a new product release with a team of five writers, using Microsoft Project.

Entegrity Solutions
Technical Writer

Marlboro, MA
2001 – 2001

Redesigned and rewrote an administration and configuration guide and an installation guide. Created a new FrameMaker template for the documentation set.

Lernout & Hauspie Speech Products
Technical Writer

Burlington, MA
1998 – 2001

As the sole writer working with a development group located in Belgium, wrote and produced context-sensitive HTML Help and Windows Help and printed documentation, including user guides, reference manuals, tutorials, and installation guides, for the L&H Voice Xpress SDK, Telecom RealSpeak / Host Software Development SDK, and the L&H Solution Series product. Initiated the use of HTML Help for the Visual Basic ActiveX controls. Documented the new features of the SDK by using the product. Negotiated deliverables and schedules to produce accurate documentation on time.

Other Technical Writing Experience:

Progress Software Corporation
Sykes Enterprises Incorporated
Digital Equipment Corporation

1996 – 1998
1995 – 1995
1987 – 1994

Education

College Courses: C++, Visual Basic, Java, Pascal, Data Structures, Assembly Language, and Networking Communications
Certificates: Software Technical Writing, a full-time 6-month training program at Digital Equipment Corporation
Computer Electronics, a 9-month training program at Sylvania Technical School, Waltham, MA
College: B.S. in Music Education, Indiana University of Pennsylvania, Indiana, PA

Professional Organizations

Senior member in the Society for Technical Communication (STC) – Northern New England (NNE) and Boston chapters. Secretary of the Boston chapter Council (2009 – 2010). Served on the Boston chapter Council (2008 – 2010, 2006 – 2007). Leader of two Special Interest Groups (SIGs): the Tools and Technology SIG and the Consultants and Independent Contractors SIG (2006 – current). Past officer of the NNE chapter (2000 – 2003).

Professional Talks

Presented talks / workshops at many STC chapter meetings (2001, 2004 – 2010), the STC International Conference (2003 – 2006) / Technical Summit (2008 – 2010), the WritersUA Conference (2006 – 2008 and 2010), and other professional conferences.