

Skills/Tools

Outstanding writing, editing, proofreading and problem-solving skills. Create and maintain technical and procedural documentation for highly technical audiences including scientific, IS/IT, hardware and software engineering and development. UNIX (Solaris/Linux), Windows and Macintosh platforms, FrameMaker, Microsoft Office, OpenOffice, RoboHelp, WebWorks, Adobe Acrobat Pro, Photoshop, Illustrator, GIMP, Paint Shop Pro, Visio, DreamWeaver, emacs, HTML, CSS, OpenWiki, MediaWiki, Perforce, Subversion.

Selected Experience

Technical Writer

James Environmental Management, Austin, TX (8/09 – 6/11)

Responsible for producing all technical guidance and environmental compliance documentation for customers of a leading environmental consulting company specializing in Stormwater Pollution Prevention Plans for industrial customers throughout the US.

- Worked closely with field technicians and environmental regulatory specialists to develop clear, usable guidelines to help customers understand and comply with complex regulations regarding the proper handling and disposal of potential pollutants.
- Interpreted state and federal regulatory documents to develop templates for all documents, including Stormwater Pollution Prevention Plans, Spill Prevention Control and Countermeasure plans, and Annual Comprehensive Site Compliance Reports.
- Took initiative to identify opportunities for improved communication and information gathering and enhance the quality of customer service.

Senior Technical Writer (Contract)

IBM, Austin, TX (4/08 – 11/08)

Writing for an audience of system administrators, created and edited a variety of installation and configuration documentation for IBM's Retail Environment for SUSE Linux (IRES) and associated software.

- Installed and configured software in a Linux server environment.
- Wrote usage scenarios illustrating multiple features of Tivoli Provisioning Manager software.
- Created migration guide for WebSphere Remote Server on IRES.
- Edited and improved existing OpenOffice documentation templates for enhanced readability.

Senior Technical Writer (Contract)

Integral Wave Technologies, Austin, TX (4/07 – 8/07)

Created single-sourced user documentation and online help for the software component of an innovative point-of-load switching power supply. Worked closely with engineering staff to identify audience needs and expectations.

- Designed FrameMaker templates from the ground up with multiple document delivery formats in mind.
- Wrote user manual based on product specifications and interviews with hardware and software engineers and UI designers.
- Designed WebWorks templates and generated single-sourced online help from FrameMaker documents.

Senior Technical Writer

Electronic Arts (Maxis Studio), Redwood City, CA (2/04 – 9/05)

Created and maintained user, developer and API documentation for all Maxis internal tools and technologies. Worked independently to address documentation needs, identify resources, and create order from chaos.

- Documented configuration management and game development software, APIs and processes in parallel with engineering, keeping pace with rapidly moving targets.
- Developed documentation on multiple platforms in order to deliver the right information in the right format for audiences ranging from artists and animators to developers and QA.
- Integrated Maxis and EA Central Technology wikis as part of studio unification initiative; updated and maintained unified wiki.
- Designed, implemented and maintained Configuration Management team intranet site.
- Designed Word and RoboHelp templates to establish a consistent look and feel for documentation in different formats.

Technical Writer (Contract)

Silicon Genetics, Redwood City, CA (5/02 – 10/03)

Responsible for documentation of all Silicon Genetics software. Created, revised and maintained administration and user manuals for GeneSpring, GeNet and MetaMine, a world-class suite of bioinformatics software.

- Comprehensively revised and redesigned GeneSpring and GeNet user manuals and online help and maintained them across several releases.
- Created and maintained user manual and online help for MetaMine, an automated data mining tool to retrieve genome information from public databases.
- Documented the GeNet Public Data Repository, a public genome database maintained by Silicon Genetics.
- Designed FrameMaker and WebWorks templates to streamline single-sourcing of print and online documentation.

Senior Technical Writer

Docent, Mountain View, CA (5/01 – 5/02)

Writing for an audience of system administrators, created and maintained documentation for Docent Enterprise, an extensive suite of e-learning infrastructure server products.

- Wrote and edited installation and configuration manuals for all components of Docent Enterprise and the Docent Enterprise Language Packs.
- Working to tight deadlines, documented complex upgrade procedures encompassing multiple upgrade paths from previous software versions.
- Worked closely with technical support, software, and QA engineers to streamline the installation process.
- Created a Localization Guide documenting internationalization and customization of Docent Enterprise sites.
- Produced a variety of technical notes and other documents as needed, including a glossary of Docent-specific terms for use in all Docent documentation.

Senior Technical Writer

iSyndicate, San Francisco, CA (3/00 – 2/01)

Created and maintained documentation for newsfeed management software and tools. Wrote for a variety of technical and non-technical audiences, both in-house and end-user.

- Designed and implemented HTML online help for web-based software interfaces.
- Wrote installation and configuration manuals for installing custom Java applets on a variety of platforms.
- Working from DTDs, created reference manuals for XML configuration files.
- Proposed, built, and maintained documentation team intranet site and archives.

Technical Writer

Netscape, Mountain View, CA (7/97 – 11/99)

Wrote and edited documentation for several large electronic commerce server products in Netscape's Application Products Division (formerly Actra Business Systems). Worked closely with engineers and other writers to gather and refine information under tight deadline pressure.

- Wrote and implemented HTML-based online help systems for Netscape PublishingXpert and Netscape MerchantXpert.
- Wrote and edited installation handbooks for SellerXpert and MerchantXpert and migration handbook for SellerXpert.
- Responsible for installation and maintenance of software (Netscape Enterprise Server, Netscape Application Server, Oracle Enterprise Server, CADIS, CyberCash Merchant Connection Kit, Netscape ECXpert, SellerXpert, MerchantXpert) and general system administration on the documentation group's Solaris reference system.

Technical Writer (Contract)

Apple Computer, Cupertino, CA (Contractor) (2/96 – 8/96)

As Documentation Lead for Apple Cross Platform Integration Quality, wrote and edited guidelines for testing DOS and Windows software and hardware on PC-compatible Macintosh computers.

- Worked with team leads and testers to create clear, effective test procedures.
- Worked with a cross-functional team to create a team lead handbook for use by all Integration Quality functional groups.
- Worked with members of other groups to design and implement a division-wide system of ISO quality procedures.
- Designed and maintained the CPIQ internal Web site.
- Designed a Web-based HTML forms system for test result tracking.

Education

Ciber, San Francisco, CA: "RoboHelp X5 HTML-Based Help" (2005)

Stanford University Continuing Education, Stanford, CA: "Effective Technical Writing" (1998)

UC Berkeley Extension, San Francisco, CA: "Introduction to Technical Writing" (1995)

Prince George's County Community College, Largo MD: English/Computer Science (1983-1984)