

**Summary:** A creative and versatile Technical Writer/ Online Help/ Web Site Designer with experience editing, and writing many documents types; including user guides, tutorials, release notes, process descriptions, Sarbanes-Oxley process narratives, and training procedures. Also have project management, and web site / online help design and maintenance experience. Familiar with many software tools and learn new tools easily. Have excellent problem solving skills, and focus on details while maintaining a global perspective of a project/problem. For more information such as employment history, and descriptions of problem-solving scenarios, visit my web site at <http://www.write-mind-doc.com>.

#### Technical Tools/Experience

- Worked with a team to configure **Microsoft Project Server 2007** and **SharePoint** to create a Project Management Office web site for the IT department
- Installed software on PCs, configured **SVR 4.0 UNIX**-based systems for multi-user network use, performed system software tuning procedures, and created macros to automate processes and manipulate data
- Created documents using the BSD and **SVR4 UNIX** operating system software and documentation tools – 7 years
- Created and maintained documents using **DocuPro**, **FrameMaker**, **Word** for Windows, and **Wiki**
- Created illustrations using **Tiffany**, **FullShot**, **Snap Shot**, and **SnagIt** screen capture software and used Paint Shop Pro to add callouts
- Created html files for a web site and maintained web site content using **Hot Metal Pro**, and **DreamWeaver**
- Used **FrontPage** to create my personal web site
- Created flow charts and other graphics using **Visio**, **Aldus Freehand**, and **Framemaker** graphics software
- Created presentations using **PowerPoint**
- Created project schedules using **Groupwise** and **MS Project**
- Created online help projects using **RoboHelp** and **WebWorks for FrameMaker**
- Converted Word for Windows documents to online help using **Word Basic** macros. Tested the hyperlinks and fixed the help files by editing the **RTF** files
- Created, prototyped and tested graphical user interfaces using **Toolbook 1.0** and **Prototyper 2.1**
- Created and maintained file revision control and file sharing systems using **Documentum**, **Eroom**, and **Solar**
- Used **MS Outlook**, **Yahoo** and **Outlook Express** for email
- Used **Internet Explorer**, and **Netscape** internet browsers
- Edited documents online in real-time with nationwide audience using **NetMeeting**
- Used **GoToMeeting** to conduct virtual meetings
- Used **Adobe Acrobat** to create pdf files

#### Project Management

- Prepared project plans/schedules, including:
  - Worked with design team to learn scope of the project
  - Determined who would provide information and when
  - Negotiated when project personnel would review draft documents
  - Prepared schedule for the publications process
  - Obtained agreement from key personnel for the plan/schedule
- Coordinated between the various departments to ensure tasks done on time and correctly
- Tracked progress of multiple projects at a time
- Prepared weekly status reports
- Created/maintained backups of key information and shared information using ERoom and SOLAR

#### Process development

- Defined and documented many internal writing department processes; including the document certification/publishing process, and how to decommission obsolete documents
- Documented tool tips to share with co-workers and customers using MS Word and Visio
- Defined and documented the online help development process and helped define the look and feel standards for help projects to be done by our department. The standards and procedures could later be used to outsource the work.
- For our department's library web site, documented several customer-facing processes, including how to determine where a document should be published, how to request document updates, how to request removal of a document from the online library, and other useful tips
- Facilitated customer meetings to document their work flow process and help determine where improvements are needed.
- Created process narrative and process descriptions for various access management systems. The processes included how to add or remove users from various systems or applications, and how to conduct periodic reviews. The narratives were used by the Sarbanes-Oxley auditors to complete their tests. The process descriptions were for the end-users to use to learn the new processes and what they had to do to comply with Sarbanes-Oxley requirements.

## Technical Writing/Communication/Web Site Development & Maintenance

- Created online help for two products using Webworks to convert FrameMaker documents
- Created Front End Analysis (FEAs) reports by interviewing customers to determine their needs and provided recommendations for the documentation/training deliverables. Also reviewed FEAs created by other writers
- Created an online menu system for accessing wireless network troubleshooting procedures using FrameMaker 5. Then used Adobe Acrobat to convert the menu system and the troubleshooting documents to PDF format. Posted the files on a department server. Later, converted all the content to web-based files and designed the web site navigation using HotMetalPro and DreamWeaver. Maintained the web site content for several years.
- Used NetMeeting to share information for meetings held in multiple locations. Facilitated Root Cause Analysis meetings where I edited documents in real-time and got buy-in from participants during the meeting. This saved the company lots of travel expenses, and streamlined the process of obtaining agreement about action plans for troubleshooting network problem – which translated to more cost savings.

## Document List

Created many types of documentation; including the following:

Miscellaneous training material including lab exercises	Computer Aided Process Planning User Guide	Apache Helicopter Field Repair Manual
Aerospace IR&D Project Proposals (Dept. of Defense)	Serial Bus Analyzer User Guide	Computerized Message Processing System User Guide (Navy)
Oscilloscope Test/Calibration Procedures	UNIX Array-Processing Computer System Operator Guide	Hardware Reference Manuals
UNIX Programmer, User, and Error Message Reference Manuals	CAD/CAM Software System Manager Guides	UNIX Workstation Software Installation/System Configuration Guide
UNIX User Guide	Standards Compliance Test User/Installation Guides	CD-ROM Reference Manual
Maintenance Release Notes/Procedures	Policy and Procedure Guides	Postscript Printer Configuration Procedures
Customer Service Newsletter	SVR4 V3 UNIX Operating System Installation Guide	Miscellaneous Release Notes, including online Hardware Installation Procedures (memory board)
Serial Device Driver Programmer Guide	Requirements Traceability Matrix	PMO charter and PMO Operations Guide
Asset Management/Inventory Control User Guide		

## Education

Worked towards a certificate in Small Business Entrepreneurship at Yavapai College. Classes completed: Principles of Accounting, Small Business Legal Issues, Small Business Marketing, Business Plans, and Internet Marketing

Associate degree in Technical Communication/Certificate in Computer Operations, plus 1-½ years Liberal Arts classes. Classes included: Accounting, Introduction to Business, Fundamentals of Data Processing, Speech, Math, Algebra, COBOL, Systems Analysis, Psychology in Business and Industry, Logic, Interviewing, Computer Operations, Statistics, Engineering Graphics, Print Production, Technical Writing, Philosophy, and Sociology

## Other Classes:

World Wide Web Authoring (2 classes at Bellevue Community College), Principles of Training (Portland State University, June 1995), Developing Courseware, Interactive Software Tools for Constructing User Interfaces (Oregon Graduate Institute, 1993), Advanced Composition.

In 2007, completed the online training at Visa DPS that explained all the banking terminology and behind the scenes processing for credit/debit cards and other banking processes.

## Seminars:

Basic/Intermediate HTML-Based Help Authoring Using RoboHelp X4  
Secret Design Strategies of Highly Successful Web Sites (User Interface Engineering 3 day)

Essential Facilitation by Interaction Assoc (5 day class)  
Basic/Intermediate HTML-Based Help Using RoboHelp X4 (3 day class)

Measurement & People –for Better or Worse by Amer. Soc. For Quality

Developing Online Help

SVR 3.2 and 4.0 UNIX System Administration

Designing Graphics for Documentation

SAS and AUTOTAB programming

Sarbanes-Oxley

Structural Problem Solving  
Ontara Project Management

Effective Visual Information Display (Edward Tufte)  
Process Quality Management & Improvement

Introduction to Electronics

Writing Smarter

Fundamentals of UNIX

Intel Culture

Brogan's Clear Writing

IPPE's The Organization as a Team