

Technical Writer and editor with over 10 years' experience. Can perform all phases of document production, from interviewing and researching, through document design, writing and editing, to desktop publishing. Skilled at making complex information understandable.

Writing for Technical Audiences

- Programming guides, system administration guides and related documents for a global wireless telephone company.
- "Launch Kit" for potential customers of a wireless network company.
- System administrator manual and supplementary documentation for storage server designed for Fibre Channel networks.
- Hardware and software installation manuals for network servers, RAID devices, and associated equipment.
- Quick reference guide to the Java programming language.
- Run book for data center staff.

Writing for Non-technical Audiences

- Disaster recovery and business continuation plan for wireless network company.
- System security: management handbook, educational brochures, newsletter, intranet site.
- Software end-user documentation: user guides and on-line help.
- Quick-reference guides to commercial software packages, including Microsoft Office and Adobe PageMaker.
- Internal service level agreements, proposals and other business documents.
- Profiles and other articles for a university alumni magazine.

Computer Skills

- Word processing/page layout: Microsoft Word, Adobe FrameMaker.
- Web design: Dreamweaver, raw HTML.
- Other applications: Visio, Excel, QuickBooks.
- Operating systems: Windows XP/2000; Macintosh through OS X, UNIX.
- Familiar with networking concepts, Web services, XML, wireless technology.
- Trained in computer programming, familiar with object-oriented concepts.
- Programming languages: Python

Training Experience

- Designed, wrote, and delivered half-day introductory FrameMaker class.
- Taught reading to adults using Laubach method.

EMPLOYERS/CLIENTS

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| Independent Contractor: Technical writer and editor.
Clients included Siebel Systems, Washington Hospital,
Aeris Communications. | 2005–present |
| Vodafone Americas, Walnut Creek, CA
Senior technical writer/editor. Wrote installation and
configuration guides, reference materials, and other
documentation for a wireless phone portal. Acted as
documentation lead. Created standard documentation
templates, wrote department's first documentation plan. | 2002–2005 |
| Independent Contractor: Writing/Editing/Desktop Publishing.
Clients included Apple Computer, Genentech, Kaiser Permanente. | 1993–2002 |

Pacific Bell Directory, San Francisco, CA
Multiple positions in accounting and payroll.

1987–1993

Wells Fargo Bank, San Francisco, CA
Multiple positions in bankcard division.

1979–1986

PROFESSIONAL ACTIVITIES

President, Berkeley chapter, Society for Technical Communication (STC). Three terms.

Chairman, Publications Committee, regional professional conference.

Judge, international technical art competitions, local technical communication competitions.

EDUCATION

M.A., Linguistics, Georgetown University, Washington, D.C.

B.A., Humanities (Communications minor), Holy Names College, Oakland, CA. *Magna cum laude*.

Certificate in Forensic Linguistics, Hofstra University, Hempstead, NY.

Writing and editing classes, UC Berkeley Extension and Society for Technical Communication.

Certificate in Computer Programming, Institute of Computer Management, Cleveland, OH.