

Seasoned technical communicator with a deep understanding of language and communication. Able to write for a wide range of audiences, and to perform developmental editing as well as copyediting. Can design documents and document suites, and advise on the most effective channels to use to get information across. Skilled at making complex information understandable.

I have fifteen years' experience as a technical writer and editor, and a master's degree in Linguistics. I have formal training as an editor. I have a strong layman's grasp of the sciences.

Communication Design

- Designed templates for technical documents for use by a large wireless communication company, using document design techniques shown by research to be effective.
- Wrote and delivered a presentation about the proper use of different information channels in presentations to academic and corporate audiences. This presentation was given to graduate students at a major American university.
- Delivered a presentation about writing more effective jury instructions in death penalty cases to the International Association of Forensic Linguists. I see this as a technical communication issue with literally life-and-death consequences.
- Wrote and delivered a presentation explaining the basic concepts of forensic linguistic analysis to non-specialist audiences, using evidence from real-life crimes as examples.

Writing for Technical Audiences

- Installation guides, system administration guides and related documents for a global wireless telephone company.
- System administrator manual and supplementary documentation for storage server designed for Fibre Channel networks.
- Software installation manuals aimed at system administrators and similar technical staff.
- Designed, developed, and delivered a half-day introductory class on Adobe FrameMaker, an authoring and publishing application, aimed at technical writers.

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.
- Profiles and other articles for a university alumni magazine.

Computer Skills

- Word processing/page layout: Microsoft Word, Adobe FrameMaker.
- Other applications: RoboHelp, Visio, Excel.
- Operating systems: Windows XP/2000, OS X, UNIX.
- Familiar with networking concepts, Web services, XML, wireless technology.
- Trained in computer programming, familiar with object-oriented concepts and scripting languages.

EMPLOYERS/CLIENTS

- Independent Contractor:** Technical writer and editor. **2005–present**
Clients included Genentech, Pacific Gas and Electric, Siebel Systems, Aeris Communications.
- Vodafone Americas, Walnut Creek, CA** **2002–2005**
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.
- Independent Contractor:** Writing/Editing/Desktop Publishing. **1993–2002**
Clients included Apple Computer, Genentech, Kaiser Permanente.
- Pacific Bell Directory, San Francisco, CA** **1987–1993**
Multiple positions in accounting and payroll.

PROFESSIONAL ACTIVITIES

- President, Berkeley chapter, Society for Technical Communication (STC). Three one-year terms.
Chairman, Publications Committee, regional professional conference.
Judge, international technical art competitions, local technical communication competitions.
Member of: Society for Technical Communication, Bay Area Editors’ Forum, Linguistic Society of America, International Association of Forensic Linguists, American Dialect Society.

EDUCATION

- M.A., Linguistics (with a concentration in Language and Communication), 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.
“Presenting Data and Information,” one-day course taught by Edward Tufte.
Writing and editing classes, UC Berkeley Extension and Society for Technical Communication.
Certificate in Computer Programming, Institute of Computer Management, Cleveland, OH.