

Talented, versatile, end-user-oriented Technical Writer seeking a staff position at a San Francisco/Silicon Valley-area company. I have a B.S. in Technical Communication and 11+ years experience designing, writing, and editing high-quality print, online, and embedded user assistance for hardware, software, and Web applications. I also help design usable software and Web applications and contribute throughout the development cycle as an integral part of the development team. I have excellent writing skills, am proficient in many current technologies, and have a strong commitment to software and Web ease of use, effective delivery of information, and quality interaction design.

## Skills Profile

- Technologies: Windows Help, HTML-based Help, HTML Help, Oracle Help for Java, QuickHelp (Mac), GUI development, usability, and interaction design
- Tools: Microsoft Word, Adobe FrameMaker, Macromedia RoboHelp/RoboHTML, Macromedia Dreamweaver, Macromedia HomeSite, Adobe Photoshop, Paint Shop Pro, Adobe PageMaker, WebWorks Publisher, SnagIt
- Languages: HTML/XHTML, WordBasic, Java, Visual Basic, C, JavaScript
- Platforms: Internet, Windows, MacOS, UNIX/Linux

## Summary of Qualifications

- Designed, wrote, and edited online help systems and printed documentation for Windows, Macintosh, Java, and Web applications and for hardware peripherals.
- Evaluated software GUI designs, conducted usability testing on existing UIs, created new UI designs for new and existing software.
- Evaluated and chose tools for Help development.
- Published journal articles on Help tools and technology.
- Presented at WinWriters Online Help Conference

## Featured Professional Experience

- |   |   |                        |
|---|---|------------------------|
| Senior Technical Writer   | manageStar, Emeryville, CA                | Apr. 2004 to Sep. 2004 |
| <ul style="list-style-type: none"><li>• Designed and developed combined user/administrator JavaServer Pages-based (JSP) online help system for Java/JSP Web application. Wrote and edited Installation and Configuration Guide for Web application server software, including Linux and Windows server installs.</li></ul>  |   |                        |
| Senior Technical Writer   | Rivio/CPA2Biz, Santa Clara, CA            | Jan. 2001 to Aug. 2002 |
| <ul style="list-style-type: none"><li>• Designed, developed, and maintained a 300-topic task-based HTML-based help system for Web-based small business application, gathering information from requirements documents, use cases, programmers, and using and testing the application. Wrote both task and conceptual topics in standards-based XHTML and coded content to be role-specific. Maintained context-sensitive links between application and Help system and rewrote some of the JavaScript code in the links.</li><li>• Wrote and updated a 200-page Setup &amp; Configuration Guide and created output with appropriate links and bookmarks in Adobe Acrobat format. Created documentation plans and estimated resources.</li><li>• Provided input on application usability and interaction design, both working one-on-one with UI designers and in formal design meetings. Worked on usability testing, including facilitating tests. Helped to design and debug an in-house help tool that created XML for the help system's navigation.</li></ul> |   |                        |
| Technical Writer  | Red Pepper Software, San Mateo CA         | Mar. 1997 to Jul. 1997 |
| <ul style="list-style-type: none"><li>• Designed, wrote, and edited a 100-topic context-sensitive Windows Help system in 6 weeks for a vertical market Windows messaging application, including coding connections to Windows Control Panel applets.</li></ul>  |   |                        |
| Technical Writer  | FWB, Inc./FWB Software, Menlo Park, CA    | Feb. 1995 to Mar. 1997 |
| <ul style="list-style-type: none"><li>• Wrote, designed, and edited online Help and print documentation, some recognized for its excellence in magazine product reviews, for Windows and Macintosh utility software and high-performance RAID hardware, including rewriting a 64-page manual in my first 3 weeks. Created documentation plans and simultaneously managed documentation projects for multiple applications. Single-sourced appropriate content for applications designed for both Windows and Macintosh.</li><li>• Designed and reviewed user interfaces for utility applications.</li></ul>   |   |                        |
| Information Developer   | IBM, San Jose, CA                         | Jun. 1993 to Nov. 1994 |
| <ul style="list-style-type: none"><li>• Wrote and edited online Help system for OS/2 programming application.</li></ul>   |   |                        |
| Technical Writer  | WinWriters, Seattle, WA                   | Mar. 1992 to Jun. 1993 |
| <ul style="list-style-type: none"><li>• Wrote and edited Windows Help systems and printed manuals for several different Windows applications.</li></ul>   |   |                        |
| WinWriters Online Help Conference   | Seattle/San Diego/Santa Clara/Los Angeles | 1993-2004              |
| <ul style="list-style-type: none"><li>• Presented: "A Java Primer for Help Authors," 1999; "Online Communities That Work for Technical Communicators," 2004</li><li>• Wrote, edited, took photos for, and produced daily 2- to 4-page conference newsletter, 1997-2004</li></ul>  |   |                        |

## Additional Work History

Technical Writer Droisys, San Francisco, CA  
Developed new 60+ page User Guide for client's Web application to be produced in both Adobe Acrobat (PDF) and HTML.

Technical Writer Electronics For Imaging, Foster City, CA  
Created and edited 100+ page manual for new software product, adhering to the in-house style guides, redesigned part of that product's user interface, and provided feedback on other usability and interaction design issues.

Technical Writer Evolve Software, San Francisco, CA  
Designed and developed an online Help system for, and helped conduct usability testing of, a 100% Java application.

Principal Technical Writer Oracle, Redwood Shores, CA  
Developed procedures and wrote macros to convert portions of online Help systems to print. Documented new Java API.

Technical Writer Ordinate, Menlo Park, CA  
Developed an 8-page User Guide and a double-sided Quick Reference Card in 5 weeks for users of a phone-based English testing system, and an HTML-based Help system and an Adobe Acrobat User Guide for a test management Web application.

Technical Writer Project InVision, Novato, CA  
Rewrote and edited 400-page User Guide and 500-page Administration Guide in 5 months for Web application, adding task-based and conceptual content for new features. Designed Cascading Style Sheet for help system and template for printed output.

Technical Writer Seeker Software, Oakland, CA  
Designed and created content for HTML-based application.

Technical Writer SERENA Software, Burlingame, CA  
Updated HTML-based help system with information about new product features, redesigned the information structure of that system, and designed a cross-platform/browser style sheet. Identified product's usability issues and GUI inconsistencies.

Technical Writer Snap Appliance, San Jose, CA  
Reviewed and edited 10,000 customer support questions and answers in 2 weeks for inclusion in online knowledge base.

Technical Writer techbargains.com, San Francisco, CA  
Edited, revised, and added text for a new company's pre-release Web site.

Technical Writer Timogen Systems, Mountain View, CA  
Rewrote and updated 300-page User Guide and HTML-based help system in 3 months for Web-based supply-chain application.

Technical Writer WetFeet.com, San Francisco, CA  
Developed a new 40-page User Guide in fewer than 3 weeks for a version 1.1 Web application.

## Education

University of Washington Seattle, WA 1993  
Bachelor of Science, Technical Communication

City College of SF, DeAnza Community College, company training 1994-present  
CCSF: Java Programming (1998), Visual Basic (1998), Advanced Internet (1999), General Psychology (1999), Introduction to UNIX (2000), Multimedia Content & Form (2001), Developing Web Sites in Dreamweaver (2003), Advanced Internet (2004), Visual Basic .NET with Database (2004)  
DeAnza: JavaScript (2001), Visual Basic I (2002), Visual Basic II (2002)  
Company training: Oracle: SQL & PL/SQL; IBM: C Programming, BookMaster, Visual Literacy

## Conferences/Seminars

WinWriters Online Help Conference Seattle/San Diego/Santa Clara/Los Angeles 1993-2004

Edward Tufte's Visualizing Information San Francisco 2004

Comtec 2003 Paris, France 2003

Web Help JumpStart Conference Boston, MA 2002

Help University Conference Dallas, TX 1999

## Professional Memberships

Society for Technical Communication, Senior Member, San Francisco chapter