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**SUMMARY**

Senior technical writer and editor with over 20 years of experience, initially as a software engineer, then as a technical publications manager. Areas of expertise include document set architecture and FrameMaker template design; editing documents from other writers for precision, completeness, and consistency; and describing complex software from the perspective of both new users and seasoned developers.

**TECHNICAL BACKGROUND**

**Operating Environments:** Windows NT, 2000; UNIX (SunOS/Motif, Solaris/OpenLook, QNX);  
MacOS 7.x–9.x

**Publishing Software:** FrameMaker, WebWorks Professional, Adobe Acrobat, RoboHELP, RoboHTML, Microsoft Word, PowerPoint, DreamWeaver, FrontPage, PageMill; Perforce, ClearCase, Visual SourceSafe, Canterbury

**Graphics Software:** Paint Shop Pro, Visio Professional, FullShot; xv, SnapShot, ImageTool

**Programming Languages:** C, XML, Java, Pascal

**Areas of Technology:**

- Data modeling and mapping for semantic interoperability
- J2EE application servers for Enterprise JavaBeans and Web components
- Object-oriented software development tools for client-server applications
- Natural language processing as a front end to relational databases
- Text processing and typography
- Text-to-speech and telephony
- Structured programming and design

**ACCOMPLISHMENTS****As a Senior Technical Writer:**

- Designed, wrote, and indexed user guides, reference manuals, tutorials, quick reference guides, and online help for a variety of technologies.
- Designed and built sample applications to illustrate concepts being documented.
- Designed and implemented single-sourcing strategy, using conditional text and shared source files.
- Created context-sensitive help systems using both WinHelp and HTML help.
- Consistently met projected deadlines, often ahead of the development team.
- Performed peer edits and served as mentor for new writers.

**As a Technical Publications Manager:**

- Managed documentation projects with teams of 3–5 writers.
- Hired writers, including two interns; edited documents; and coordinated the publication process.
- Wrote documentation plans and maintained aggressive project schedules.
- Designed FrameMaker templates, wrote style guides, and converted documentation sets to use new templates.

**As a Software Engineer:**

- Designed and coded custom applications, using messaging for inter-task communication.
- Wrote system design documents specifying both the user interface and the functional flow.
- Installed systems and trained users at customer sites.
- Designed user interfaces for a variety of environments, including character-based terminals, voice, and X-windows GUI applications.

## EXPERIENCE

**Senior Technical Writer**, *Modulant Solutions, San Francisco, CA (5/01 to 11/02)*

- Created technical publications department from scratch, from initial template design to a comprehensive documentation plan and three major releases of an eight-volume documentation set.
- Wrote user and reference documentation for the Modulant Contextia interoperability platform, including a user's guide for mapping application data sets to an abstract representation and a Java API developer's guide.
- Reviewed training materials for accuracy, completeness, and consistency with the product documentation.
- Performed quality assurance testing as part of the writing process.

*Tools:* FrameMaker, WebWorks Publisher, Adobe Acrobat, Visio, and Paint Shop Pro on Windows 2000

**Senior Technical Writer and Chief Toolsmith**, *Persistence Software, San Mateo, CA (12/99 to 4/01)*

- Documented command-line tools and XML-based configuration files for the PowerTier application server for Java 2 Enterprise (J2EE) applications.
- Designed and maintained document templates for both FrameMaker and WebWorks mappings to HTML.
- Performed technical, developmental, and copy edits for other writers, and supervised the production process.

*Tools:* FrameMaker, WebWorks Publisher, Adobe Acrobat, Visio, and Paint Shop Pro on Windows NT

**Senior Technical Writer**, *Sterling Software (originally Synon, Inc.), Larkspur, CA (1/96 to 11/99)*

- Wrote online help and reference material for pattern libraries of reusable business objects for COOL:Plex (originally Obsydian), a Windows-based client/server application development tool.
- Designed sample models and build simple applications as examples of using various class library objects.

*Tools:* FrameMaker, RoboHELP, RoboHTML, Adobe Acrobat, Visio, and Paint Shop Pro on Windows NT

**Contract Technical Writer**, *AirTouch Communications, Inc., Walnut Creek, CA (6/95 to 12/95)*

- Designed and wrote end-user guides for UNIX-based client-server software for cellular telephone networks.
- Participated in graphical user interface design and tested the software on Sun SPARCstations using Solaris with OpenLook.

*Tools:* FrameMaker, Quadralay WebWorks Lite on MacOS; xv, SnapShot, and ImageTool on Solaris

**Personal Sabbatical** (7/93 to 6/95)**Senior Technical Writer**, *RATIONAL, Santa Clara, CA (3/92 to 7/93)*

- Designed page layouts, built new templates, and wrote style guidelines for manuals for UNIX-based object-oriented CASE tools.
- Converted *Ada Reference Manual* to FrameMaker hypertext format for online viewing.
- Reviewed menu structure and dialog box design for X11/Motif-based graphical user interface.

*Tools:* FrameMaker and FrameViewer for SunOS and X-Windows/Motif

**Technical Publications Manager**, *Natural Language Inc., Berkeley, CA (7/90 to 1/92)*

- Redesigned multi-volume documentation set; wrote and produced new manuals for Natural Language, a plain-English interface to UNIX relational databases.
- Participated in user interface design for the Intelligent Connector, an interactive tool for developing Natural Language applications.
- Created documentation plans and maintained aggressive schedules for two major releases, coordinating the work of four other writers.

*Tools:* FrameMaker for SunOS and X-Windows/Motif

**Senior Technical Writer/Project Lead**, *Interactive Development Environments, San Francisco, CA (1/90 to 6/90)*

- Wrote and edited manuals for UNIX-based object-oriented CASE tools.
- As project lead, created and maintained project plan and schedule for Ada Development Environment documentation.
- Proposed and implemented reorganization of documentation set.

*Tools:* FrameMaker for SunOS and X-Windows

**Technical Publications Manager, Evans & Sutherland Computer Division, Mountain View, CA (4/88 to 1/90)**

- Created and managed a three-person technical publications department, which produced an eight-volume set of UNIX/Mach documentation for the ES-1 supercomputer.
- Developed detailed documentation plans and schedules, hired writers, edited documents, and coordinated the publication process.
- Designed standard page layout using FrameMaker on a Sun workstation and wrote style guide.

*Tools:* FrameMaker for SunOS and X-Windows

**Technical Publications Lead/Software Engineer, Computer Aided Systems, Inc., Point Richmond, CA (2/86 to 4/88)**

- Designed and documented custom software for a large material-handling application written in C under the QNX operating system.
- Supervised three-person technical documentation team and trained a technical writing intern.
- Wrote design documents specifying both the user interface and the functional flow for each system module.

*Tools:* WordPerfect and Ventura Publisher for MS-DOS, running as a subprocess under QNX (real-time PC UNIX)

**Software Engineer, Speech Plus, Inc., Mountain View, CA (6/84 to 1/86)**

- Designed and wrote custom text-to-speech and telephony applications, including the user interfaces.
- Designed, edited, and supervised the production of the *CallText 5100 User's Guide* and Reference Card.

*Tools:* SuperWriter word processing software; QNX development environment for C coding

**Software Engineer, Sorcim Corporation, San Jose, CA (12/82 to 4/84)**

- Designed and implemented enhancements to the spelling checker module of the SuperWriter word processor, and coded a compression scheme for help text for the SuperCalc3 spreadsheet.

*Tools:* Pascal; 8080 and Z-80 assembly language, for both CP/M and MS-DOS

**Graduate School (9/80 to 9/82)****Software Engineer, Quadex Corporation, Cambridge, MA (4/79 to 9/80)**

- Designed and implemented hyphenation algorithms for typesetting in French, German, and Spanish.

*Tools:* QPL, a proprietary C-like high-level assembly language on PDP-11 machines

**EDUCATION****Swarthmore College, Swarthmore, PA**

Bachelor of Arts, Mathematics and Philosophy (1978)

**Yale University, New Haven, CT**

Master of Arts, Department of Near Eastern Languages and Literatures  
Northwest Semitic Philology (1982)

**PROFESSIONAL DEVELOPMENT**

- "FrameMaker to Acrobat Advanced Techniques" (Microtype and Caxton, Inc., 2/01)
- "Online Help Development Workshop" (Knopf Online, 4/98)
- "Designing High-Quality User Interfaces" (UC Berkeley Extension, 10/90)
- "Managing Documentation Projects" (Comtech Services, Inc., 3/89)