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Summary

A decade of professional experience as a technical writer, paired with a background and degree in creative writing, enable me to create high-quality documentation and technical materials for clients and teams on a rapid turn-around basis. I am currently available for contract work in New York City and via telecommuting.

Skills

Writing, research, and analysis:

- Emphasis in all programs has been to research, refine, and present, usually in written form, various concepts and ideas to diverse audiences.
- Extensive experience creating enduser manuals, release notes, and context-sensitive help for Web, desktop, and mainframe programs and applications.
- Conveyance of technical, expository, and creative material for both professional and personal purposes.
- Generation of complete documentation suites from scratch, as well as updation of outdated and outmoded documentation to reflect current production usability, standards, and best practices.
- Coordination of large-scope projects that require standardization across departments and product suites, including organizing and managing information distribution, reviews, and versioning.
- Creation of global and localized documentation sets, ready for translation and deployment, including heavy use of conditional text.
- Extensive use of Word, FrameMaker, Captivate, Confluence, and other documentation tools.
- Creation of technical bulletins, white papers, and advertorial copy.
- Excellent communication and interpersonal skills, including the ability to work closely and easily with programmers, developers, and product managers.

Software experience:

- Knowledge and use of MS Office 2007, FrameMaker 8, RoboHelp, WebWorks, Lyx, Photoshop CS, Visio, Confluence, Subversion, SnagIt, Acrobat, and Eclipse.
- Comfortable working on all platforms: Windows, Macintosh, and UNIX systems.
- Website design using HTML and CSS.
- Editing in LaTeX, Emacs, Vi, and Adept.

Hardware:

- Administration experience running and maintaining a 35-machine network.
- Sixteen years of computer experience includes assembling computers and building multiple websites.

Events production coordination:

- Co-Founder, Gro Collective for artistic and musical promotion, Urbana, IL, 1996-1999. Responsibilities included organizing a task force of workers; booking performers nationally; working with venues, creating marketing materials, and promotion.
- Member of the Steering Committee for the Green City Market, Chicago's only all-organic and sustainable farmer's market, 2004. Responsibilities included creation of promotional materials and coordination of vendors.

Work Experience

July 2008 – Present

Technical Writer

Donovan Data Systems, New York City, New York, USA

- Created and updated user guides, Web pages, and release notes for over fifteen programs, including security, mainframe facilities, VB, C++, and Java applications.

- Restructured multiple outdated (20+ years) documentation suites to include business conversations, provide context, and improve clarity and usability.
- Captured and documented internal processes and procedures that had never before been codified to ensure a more thorough and standardized development lifecycle.
- Reviewed and wrote functional specifications, training materials, user interface text, and external communications for editorial content, technical accuracy, and clarity.
- Managed large-scale projects across departments, including reviews and versioning, ensuring standardization across a team of writers.
- Created project-based documentation plans with detailed steps, assignees, document/help updates, and milestones.

February 2006 – Present

Freelance writing assignments for software companies, strategic marketing firms, and magazines while traveling independently throughout Germany, France, the Netherlands, England, Argentina, Bolivia, Uruguay, Peru, and Chile. Currently freelancing for various software companies, both New York City-based and via telecommuting.

July 2007 – June 2008

Documentation Engineer

Iptivia, New York City, New York, USA

- Wrote and maintained a complete set of documentation for RouteDynamics software: User Guide, Administration Manual, Installation Guide, Reporting Module Manual, API Guides, and release notes using FrameMaker 8.0 and Word 2007.
- Generated and regularly updated online help for multiple applications using WebWorks, RoboHelp 7, and the Adobe Technical Communication Suite.
- Documented APIs (Java RMIs and SOAP), wrote an API Guide for developers.
- In an ongoing OEM partnership with Cisco, re-branded the documentation suite and online help to conform to Cisco standards.
- Maintained the company wiki/CMS (Confluence) as a centralized documentation repository and knowledge base.
- Created an index for the 900-page user guide.
- Maintained consultancy to update documentation after leaving the company until it shut down in February, 2009.

May 2006 – July 2006

Consultant

Heidrick & Struggles, Chicago, IL, USA

- Recruited to research and advise Heidrick & Struggles on the design of a help system for their flagship application.
- Tested and compared a number of Help Authoring Tool and Content Management System applications, with a plan that was accepted and implemented. Created a report summarizing the pros and cons of each option, and made a recommendation.
- Compiled a list of best practices for context-sensitive help generation and authoring.
- Designed project plans, created style guides, wrote job descriptions and compiled a selection of additional resources for Heidrick & Struggles to use as they implement the help system.

October 2005 – March 2006

Freelance Copywriter

American Express, Inc., Chicago, IL, USA

- Responsible for daily generation of web content highlighting restaurants, clubs, and events in Chicago for the promotion of American Express's targeted "In:Chicago" credit card.
- Recruited by American Express to communicate where customers should use the card, and why it keeps them on Chicago's pulse.
- Created and edited targeted, promotional, daily copy.

May 2002 – February 2006.

Documentation Specialist

BrassRing, LLC., Chicago, IL, USA

- Responsible for the maintenance of a complete set of documentation for the Enterprise, Talent Gateways, Workbench, and Agency Manager software applications.
- Generated a complete set of online and screen-level HTML help. Documents produced included user guides and operations manuals, an installation guide, release notes, white papers, and more.
- Responsible for internationalization and localization of documentation into multi-byte languages.
- Received the Above and Beyond the Call of Duty Award, 2003.
- Worked remotely (home office) from Chicago for the Boston-based company, November 2002-February 2006.

October 2000 – April 2002 (company shut down)

Technical Writer

Curious Networks, Inc., Chicago, IL, USA

- Solely responsible for the creation and maintenance of a complete set of documentation for the Continuum (multi-channel application deployment software) product line.
- Worked with Project Managers to generate 1500+ pages, including administration and operations manuals, reference guides, FAQs, white papers, marketing materials, tutorials and more.
- Learned to read Java to document the API.

April 2000 – October 2000

Electronic Publishing Coordinator

University of Chicago Press, Chicago, IL, USA

- Member of the Press's Journals Division team.
- Translated manuscripts for the *Astrophysical Journal*, the *Astronomical Journal*, *Journal of Infectious Diseases*, *Clinical Infectious Diseases*, and 16 other journals.
- Responsible for typesetting all of the above journals on the Penta system.
- Created HTML for the *Astrophysical Journal Supplement Series*, maintained the Supplement website.

January 2000 – March 2000

Technical Support Specialist (temporary position)

CoreComm Internet, Chicago, IL, USA

- Responsible for setting up and troubleshooting Dial-Up Networking and ISDN setup, DNS issues, TCP/IP in Windows 3.11, 95, 98, NT and 2000 as well as all Macintosh platforms.
- Supported browser and email client (Outlook, Eudora, Netscape Messenger, PPP, Internet Mail and Pegasus) problems, as well as aliases and virtual POP boxes.

June 1999 – December 1999

Network Administrator

Legal Systems, Minneapolis, MN, USA

- Maintained Windows NT 4.0 LAN, backed up the servers, installed software and oversaw troubleshooting of user problems.
- Purchased and maintained peripheral equipment (scanners, printers, etc.).
- Taught users about programs through seminars and documentation (word processing, database, internet tools).

Education

- **University of Illinois**, Champaign-Urbana, USA (May 1999). Bachelor of Arts, Rhetoric/Creative Writing, May 1999. Concentration in Poetry with Brigit Pegeen Kelly, additional coursework in Ecology/Women's Studies. GPA: 3.84/4.0, James Scholar 1995, Dean's List 1995-1999, Cohen Scholarship for incoming Liberal Arts freshmen.
- **University of Sydney**, Sydney Australia, semester abroad, July-December 1999.

- **Evanston Township High School**, graduated May 1995. GPA: 3.85/4.0, Sophomore Honor Society, National Honor Society, Evanston High School 1993-1995.
- **Continued self-study**, taking classes in sailing and bookbinding, as well as 13 years of study and apprenticeship in Iyengar yoga and teacher training.

Publications

- Professional blogger, marketing writer, and contributing editor for <http://mmmChicago.com>, a food, drink, and events website by American Express to promote the launch of their In:Chicago card, 2005-2006.
- Poem appeared in June 2007 issue of *Chronogram*.
- Contributing and founding writer, Gapers Block (<http://gapersblock.com>), 2003-2006.
- Contributing photographer, *Urb Magazine* (<http://urb.com>), 2004-2006.
- “Get Ripped” article on mp3 encoding, words and photographs, *Urb*, September 2006.
- Photographs used for event promotion flyers for Paxahau, 2005-2007.
- “Berlin Bitten” article appeared in *Real Detroit*, May 2006.
- Photographs used for Dutch record covers, The Outside Agency, and for Chicago musician Kate Simko CD covers, 2006.
- Co-Editor, contributing writer, and photographer, *Subsistence* magazine, 2004-2005.
- 4 years of writing a Chicago food website, FCG, regularly updated. 2001-2005.
- Contributing writer, *Saucy Magazine*. (<http://saucymag.com>), 2005.
- Contributing writer, *Slow Food Guide to Chicago*, 2004.
- “Shop Local” article appeared in *Red Streak*, August 2004.
- Contributing photographer, *No East Magazine* (<http://no-east.com>), 2002-2003.
- “What difference does it make?” article appeared *Exposed: a Journal of Blurring Culture*, November 2002.
- Poems appeared in *Montage Literary Magazine*, Spring 1998.
- Publication of a chapbook, *Uttanasana*, with StillBlackWater Press, June 1998.
- *The Evanstonian*, Opinion Editor, 1994-1995, staff writer, 1993-1995.

References and Samples

Available upon request.

April, 2010