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Candidate Profile

Technical Writing, Technical Editing, Graphic Design, Page Layout, HTML Programming/Web Development, Presenting at Conferences — Job experience in software and hardware documentation in telecommunications, Web technologies, financial banking and credit, marketing and advertising, multimedia design, and experience running my own company, Media Synergy Solutions, Inc. Graduate Research Projects on the Rhetoric of Science and Color on the Web.

- Expert level in rhetoric and style, style guides, visual rhetoric, and all levels of edit.
- Researching, organizing, chunking information, formatting, designing document flow.
- Extensive interviewing with subject matter experts, writing, storyboarding, HTML programming, optimizing graphics, designing the final interface, including original creation of graphics, logos, and complete document design.
- Writing extensive step-by-step procedures, editing them for consistency of style, and researching/testing the content and usability of the written material.
- Editing for grammar and usage, choice of style, tone, voice, visual rhetoric, use of white space and color.

Professional Experience

November, 2007
To February, 2008

Qualcomm Inc. (Consultant)
San Diego, CA
TECHNICAL EDITOR

Working with a team of technical editors in the hardware ASIC division of Qualcomm Chip Technology. Duties include formatting and editing documents such as qualification plan/reports and reference schematics produced by engineers in QCT. Job also involves using advanced features in MS Word and Adobe FrameMaker as well as Acrobat, and thorough knowledge of Agile, Qualcomm's configuration management software.

November, 2004
To March, 2005

Dr. John-Michael Zinn, Ph.D. (Independent Consultant)
Cardiff by the Sea, CA
EDITOR and DESK TOP PUBLISHER

Helped with editing and re-writing material for brochures and for the *Owner's Manual for Life*, an extensive psychological diagnostic tool that included standard personality tests and evaluations as well as personalized interpretations provided by Dr. Zinn. My job included extensive desktop publishing for brochures and fliers and some transcriptions from client-doctor meetings.

February, 2003
To August, 2003

Computer Associates, Inc. (Independent Consultant)
San Diego, CA
TECHNICAL WRITER

Technical writer assigned to eTrust Admin, a comprehensive user provisioning software that lets enterprises manage accounts for every system in their organization. I worked with developers via email and phone conversations to write documentation for the following eTrust Admin guides: Administrator Guide, Implementation Guide, Getting Started Guide, and SDK Developer Guide. Also wrote doc using Winhelp for eTrust Admin Help files. Worked closely with a team of four technical writers on a tight schedule.

July, 2000
To January, 2001

Cayenta, Inc. (subsidiary of Titan Corporation)
San Diego, CA
TECHNICAL WRITER

Only technical writer assigned to software development team. Duties included online help and other critical writing tasks. Wrote and implemented help screens for Healthwell Exchange business-to-business web site, an online marketplace for retailers, distributors, and manufacturers in the natural products industry. Created HTML user interface for Transentric IAF (Internet Application Framework). Job included working closely with java developers, business analysts, and clients.

June, 1999
To May, 2000

Qualcomm Inc. (Independent Consultant)
San Diego, CA
TECHNICAL WRITER

Duties included writing software and hardware procedures for Globalstar project Maintenance and Commissioning Manuals. Received bonuses from TD Services initiated and approved by Qualcomm for meeting milestones in writing and delivering *Gateway Commissioning Technical Manual Volume 4: RF Commissioning* and the *Globalstar Gateway Operations & Maintenance Manual Volume 6*. Duties also included digital photography, extensive interviewing of engineers working on the project, and onsite examination and familiarization of proprietary hardware and software.

November, 1998
To April, 1999

Interim Technologies, Inc. (Contractor)
San Diego, CA
TECHNICAL WRITER

Assignment at First American CREDCO. Managed and executed all technical writing tasks. Duties included writing documentation for CREDCO's proprietary software, which included the IM 2000 Raw Data Format, building templates for software requirement specifications, and editing and helping to write Standards, Instructions, and Checklists. I also built an internal Web site (the *Introductory Handbook – Instant Merge 2000 Project*). The site was instrumental in providing an overview for new team members as well as executives who needed a summary of this mission critical project.

January, 1998
To March, 1998

Romac, International
Orlando, FL
TECHNICAL WRITER

Contract assignment doing GUI design, technical writing and editing training manuals for Faro Technologies, a company that manufactures 2-D and 3-D high tolerance measuring devices. Job required working closely with programmers (C++ and Visual Basic) during software development cycle. Duties also included documenting new features for AnthroCAM, a plugin to AutoCAD. Significant exposure to and training in AutoCAD.

October, 1997
To December, 1997

Xerox Corporation (through Ciber, Inc.)
Longwood Office, Longwood, FL
TECHNICAL WRITER

Contract assignment designing the user interface, graphics, and backgrounds for an internal Web site, which Xerox needed in their Q&A department in Customer Services. Created a full set of macros for complex file conversion and documented work in compliance with ISO-9000 Level 2 Documentation Standards.

1995
To 1997

Media Synergy Solutions, Inc.
Orlando, FL
OWNER AND MANAGER

Technical writing, user interface design, multimedia programming and design, Web development, graphic design. Managed a team of four professionals. Projects included:

- *Sun Medical Supply*. Project manager. Project involved designing the interface and all graphics for an electronic catalog for eventual CD delivery (diskettes available as part of portfolio). Work included conceptual design, image editing and enhancement, file optimization, and solving palette-shifting issues. This job also involved learning a new authoring program, Toolbook II Instructor, on a tight deadline; (also included exposure to Toolbook's scripting language). The final catalog consisted of 230 screens, a search engine, a shopping basket, and an ordering mechanism for four levels of customers, including a splash screen and an installation program.
- *Wadsworth Publishing*. Senior editor, designer, and co-author of an Instructor's Manual for the textbook, *Community Based Corrections*, by Bernie and Belinda McCarthy published by Wadsworth Publishing (June - August, 1996). Job involved condensing and summarizing extensive subject matter in the criminal justice field and writing multiple choice, true-false, and essay questions for every chapter.
- *Web design*. Project manager. Complete design and HTML programming, including graphics, logo design, and navigation buttons for the following companies: Jacksonville Maritime Heritage Foundation, Sun Medical Supply, Inc., CybrNet, Future Automation, and Orlando Tile & Marble, Inc.

Education

- 1998 University of Central Florida, Orlando, FL
M.A., English – Technical Writing Track
- 1993 University of Central Florida, Orlando, FL
B.A., Liberal Studies (240 hours, music and education, equal to two degrees)

Companies I Have Worked For on a Temporary/Contractual Basis:

Jefferies & Company, Inc., Los Angeles
 Lockheed Martin, Orlando, Florida
 Hamilton, Smith & Company, Inc., Los Angeles
 Westinghouse, Orlando, Florida
 Univ. of California at Los Angeles
 Adventist Healthcare Corporate Headquarters
 CREOL (Center for Research in Electro-Optics and Lasers), UCF, Orlando
 Xerox, Longwood Division, Orlando, Florida
 First American CREDCO, San Diego
 Qualcomm, San Diego
 Intrusion.com, San Diego
 Computer Associates, San Diego

Extensive Portfolio of writing samples, Web design samples, and graphic design samples available on-line and in print.