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Objective: Technical writer creating documents for the developer, system administrator, or end-user audiences.

Summary of Qualifications: Senior technical writer with advanced knowledge of a variety of authoring tools and operating environments, including the Microsoft Office suite, Adobe FrameMaker, the Oxygen XML editor, and the Arbortext SGML editor. Significant experience in developer-level documentation focusing on APIs that relate to networking protocols and computing resource management in mobile and embedded environments. Experience leading a team of writers on varied projects through significant infrastructure changes. Proficient with online information distribution channels such as wikis, online help, and blog entries. Experience developing documentation for software-as-a-service (SaaS) products.

Work Experience:

Contract Technical Writer (contracted through The Albany Group)

Cisco Media Solutions Group, February 2010-May 2010

At CMSG I maintained the online help for the Eos web presence SaaS product as part of an Agile team. I used the Oxygen XML editor and the SVN source control tool to write modular documentation aimed at site administrators and external application developers, including documentation on the use of the software's RESTful APIs. Documentation tasks were tracked in an online TRAC wiki and significant collaboration with subject matter experts took place over instant messaging as well as with direct face-to-face meetings.

Contract Technical Writer

Sony Corporation of America, February 2009-February 2010

My duties at Sony consisted of maintaining and extending the documentation suite for an internal media-management middleware solution. Because the target audience for this documentation does not have English as a primary language, clarity of information presentation was at a particular premium. The middleware solution was completely rewritten for mobile platforms. The software suite was rewritten for a significantly broader audience of external developers, and I created the documentation suite for this version from the ground up. I documented an SDK that links media-management functionality to major social networking services on mobile platforms, and created a standard style guide for this and future documentation projects. I ported the existing document set from Microsoft Word to LaTeX. I used the LaTeX language for all of the new documentation tasks in order to take advantage of the code repository's features.

Senior Technical Writer (Team Lead)

Sun Microsystems, November 2005-January 2009

In addition to my existing duties supporting developer acceptance of the DTrace debugging framework, I acted as team lead for the Solaris Developer writers. This two-person team grew to five writers by the end of 2007, and changing business priorities required the team to display significant levels of adaptability. Alternate channels of information distribution, such as online user forums, publicly accessible wikis, and employee blog entries were taking precedence over traditional manuals. I facilitated the team's shift to support the new priorities.

I also regularly supported other areas of the Publications group when their resources were already fully committed. Two of the books I wrote for another business unit are the *Java System Update Service User Guide* and the *Cryptography Kit Install Guide for Trusted Solaris*. Both of these books are directed at system administrator audiences.

Senior Technical Writer

Sun Microsystems, September 2004-November 2005

My main focus was driving developer awareness of the DTrace tool, an advanced debugging feature in Solaris. I conducted user analysis that indicated a need for a companion volume to the existing reference manual. I wrote that companion volume focusing on the procedural requirements of using the DTrace framework. The resulting documentation suite enhances the usability of the DTrace framework. In addition to traditional book-based documentation, I wrote a blog entry on the use of D-Light, a GUI plugin for the SunStudio IDE that provides access to DTrace's functionality from within the IDE.

As part of a team, I helped plan documentation releases for Solaris updates. This project planning team was active and vocal, with significant negotiation of deadlines and project composition. With another team, I helped make company-wide decisions regarding expansions and updates to the SGML DTD (SolBook). Some of these changes were later accepted into the DocBook DTD by the DocBook Technical Committee.

Technical Writer

Sun Microsystems, October 2000-September 2004

My work at Sun focused on developer-audience documentation. My first assignment was to create the *Programming Interfaces Guide*. This guide drew material from the *System Interfaces Guide* and the *Network Interfaces Guide*, which dealt with system internals and networking protocols respectively. Both books were out of date, and producing a single updated book required extensive interaction with the engineering staff and individual research.

Technical Writer

Red Hat, Inc., July 2000-Sep 2000

The department of Red Hat where I worked had formerly been the independent company Cygnus, a leading provider of custom compilers for embedded chips. I documented embedded-systems compilers. The compilers were ports of gcc rewritten for each CPU's architecture.

Technical Writer

Providian Financial, August 1998-June 2000

At Providian I documented custom database software, which applied proprietary underwriting models to the credit records of applicants. These underwriting models were highly sensitive intellectual property; it was business-critical to have thorough documentation of the complex interactions of shell scripts, SQL scripts, and C code that made up the entire system.

Technical Writer (contracted through Adecco Technical Services)

California Federal Bank, October 1996-July 1998

My work for the California Federal Bank involved documenting their disaster recovery processes. These processes were federally mandated to ensure minimal interruption of business services in the event of an earthquake or other disaster.

Quality Assurance Tester (contract position)

The Learning Company, June 1996-August 1996

At the Learning Company, I provided black-box Quality Assurance testing for several of The Learning Company's educational software products.

HTML Coder (contract position)

Charles Schwab Corporation, March 1996-May 1996

My work at Schwab consisted of editing the HTML of the brokerage's website and creating new pages as necessary.

Sales Representative

Best Internet, June 1995-February 1996

In addition to my sales responsibilities at Best Internet, I wrote customer documentation. This documentation included user installation guides for the company's connection software, as well as troubleshooting documents for common modem problems.

Education

Basics of Project Management course through SunU. This course covered the fundamentals of project management, including resource balancing and Gantt charts.

Basics of Solaris System Administration course through SunU. This course served as an introduction to system administration in a Solaris environment.

Solaris Internals course through SunU. This course described the Solaris kernel in significant detail.

BA, English, University of Southern California, 1995