

## Summary

I'm a senior-level technical writer with extensive experience creating print and online documentation for a variety of high-tech products (both hardware and software). I'm highly skilled with Microsoft Word and have developed numerous templates with VBA/macro document automation. I also have experience as an editor, web developer, graphic designer and I'm also an expert desktop publisher, able to work with any desktop publishing package. I don't need much, if any, handholding. Some writers need a programmer or engineer to sit down with them and guide them through the process or write the first draft, but I have enough background and experience to just go ahead and do it myself. Give me the product, I'll write the documentation.

## Functions and specialties

- Documentation
- Technical writing
- Custom Microsoft Word templates
- Desktop publishing
- Technical editing
- Graphic design
- Online help
- Website design
- GUI design/usability

## Professional experience

### **Editor/Technical Writer** **4/2011 – 8/2011** **Artech**

- Full-time telecommute. Updated user manual for Abbott Laboratories (Abbott Park, Illinois) EIDM-A internal user management application using Microsoft Word, Paint Shop Pro and Adobe Acrobat.
- Created quick reference.
- Created web-based help with RoboHelp.

### **Editor/Technical Writer** **8/2010 – 4/2011** **Artech**

- Full-time telecommute. Revised user manual and online help for Abbott Medical Optics (Santa Ana, California) WhiteStar Signature Phacoemulsification System using Adobe Technical Communication Suite, single-sourcing online web help from the structured FrameMaker operator's manual (with XML and DITA) via RoboHelp.
- Created and managed SVRs with MKS Integrity

### **Editor/Technical Writer** **6/2010 – 8/2010** **Artech**

- Created user manual for Abbott Laboratories (Abbott Park, Illinois) EIDM-A internal user management application using Microsoft Word, Paint Shop Pro and Adobe Acrobat.
- Created quick reference.
- Created web-based help with Doc-To-Help and RoboHelp.

### **Business Analyst/Technical Writer** **8/2009 – 11/2009** **Mullins and Associates**

- Created content prep documents (wireframes) for Abbott Laboratories (Abbott Park, Illinois) myHR portal using Microsoft Word.
- Created and maintained site map spreadsheets using Microsoft Excel.
- Loaded and configured myHR portal content using SAP NetWeaver Visual Composer and SharePoint.
- Created content loading training presentation using Microsoft PowerPoint and Paint Shop Pro.

### **Consulting Technical Writer/Editor** **10/1999 – present** **WriteStarr Information Services**

- Created print and online documentation using Microsoft Word, Paint Shop Pro, Visio, Adobe Acrobat and Doc-to-Help for a manufacturer of clocks that feature enterprise-wide synchronization.
- Created Microsoft Word template files with document automation functionality for a major banking company and a travel services company.
- Created print and online documentation using Microsoft Word, Paint Shop Pro, Visio, Adobe Acrobat and RoboHelp for new consumer software products for a manufacturer of wireless communication equipment and software.
- Edited investment analyst reports for a prominent financial analyst company.
- Created updated versions of Microsoft Word template files with extensive document automation functionality for a major travel-industry company.
- Created printed and online documentation with Microsoft Word, Adobe Acrobat and ForeHelp for a systems integrator/software company.

- Created print and online documentation using Microsoft Word, Adobe Acrobat and ForeHelp for new consumer software products for two different software companies.
- Served as technical editor of translated documents for New York-based translation company.
- Assisted in the redesign of several sections of the printed catalog for a large biotech company (resulted in substantial savings in printing costs).
- Created online documentation using RoboHelp for content management system for an educational publisher.
- Created websites for several small companies and two non-profit associations (pro-bono).

**Business Analyst/Technical Writer**                      **7/2008 – 4/2009**                      **Alliance Consulting**

- Documented accounting procedures for Legion Insurance (Milwaukee, Wisconsin) using Microsoft Word, Paint Shop Pro, Adobe Acrobat Professional, Adobe Captivate, and Visio.
- Designed and implemented documentation templates.

**Technical Writer**    **12/2007 – 3/2008**    **New Resources Consulting**

- Created print and online documentation for the Inflection Point Solutions (Milwaukee, Wisconsin) PIMS (Pretreatment Information Management System) using Microsoft Word, Paint Shop Pro, Adobe Acrobat Professional, Doc-To-Help, Bugzilla, and Visio.
- Revised and updated a series of PIMS training courses.
- Designed and implemented documentation templates.

**Business Analyst/Technical Writer**                      **6/2007 – 10/2007**                      **Connection Strategies Enterprises, Inc. (CSEI)**

- Created print and online documentation for the FedEx SmartPost (New Berlin, Wisconsin) sortation reengineering project in a .NET and Citrix environment using Microsoft Word, Paint Shop Pro, Adobe Acrobat, Doc-To-Help, SourceForge, and Visio.
- Designed and implemented documentation templates.

**Technical Writer**    **6/2006 – 6/2007**    **Connection Strategies Enterprises, Inc. (CSEI)**

- Created print and online documentation for WAREsystems (Sturtevant, Wisconsin) using Microsoft Word, Microsoft Visual FoxPro, Paint Shop Pro, Adobe Acrobat, Adobe Illustrator, Visio and RoboHelp.
- Designed and implemented documentation templates.
- Redesigned several key GUI elements for the Pumpware product suite using Microsoft Visual FoxPro.
- Assisted in the design of GUI elements for implementation of GPS tracking features.

**Technical Writer**    **2/2006 – 5/2006**    **Manpower Professional**

- Wrote and updated software and hardware documentation for Honeywell HomMed LLC (Brookfield, Wisconsin) using Adobe Acrobat, Adobe Photoshop, Paint Shop Pro, Microsoft Word, Visio.
- Served as a member of the RFP and RFI team developing proposals and information responses.
- Created Engineering Change Notices (ECNs) for the release of new parts and bills of material (BOM).
- Established documentation standards and style guidelines including development of Microsoft Word templates.

**Technical Writer**    **5/2005 – 8/2005**    **TEK Systems**

- Updated SAP process documentation flowcharts and Business Process Narratives for S.C. Johnson Corporation (Racine, Wisconsin) using Microsoft Word, Paint Shop Pro, RoboHelp HTML, Adobe Acrobat and Visio.
- Received Administrator training for Microsoft SharePoint.

**Technical Writer**    **3/2005 – 5/2005**    **Technisource**

- Wrote and edited software development requirements documentation for Shure Corporation (Niles, Illinois) using Microsoft Word, Paint Shop Pro, Test Director, Visio and CaliberRM.

**Technical Writer**    **10/2004 – 2/2005**    **MAKE Corporation**

- Wrote and edited software development documentation including requirements, architecture and testing for Volkswagen Credit (Libertyville, Illinois) using Microsoft Word, Paint Shop Pro, Test Director, Visio, Visual SourceSafe.

**Technical Writer** **2/2004 – 9/2004** **TEK Systems**

- Wrote and edited end-user and developer (API) software documentation for Marshall & Swift/Boeckh (New Berlin, Wisconsin) using RoboHelp Office, Microsoft Word, Adobe Acrobat, Paint Shop Pro and Visio.
- Created single-source solution for print, PDF and WebHelp for MS/B's RCT Express product.
- Coordinated and edited French translation of WinHelp for MS/B's RCT product.
- Created highly automated Microsoft Word template with macros for all MS/B products.

**Technical Writer/Editor** **9/2003 – 2/2004** **York Enterprise Solutions**

- Wrote and edited policies and procedures for the GE Medical Systems Global Server Team (Milwaukee, Wisconsin) using Microsoft Word, Adobe Acrobat, Paint Shop Pro, Visio.

**Technical Communicator** **5/2003 – 9/2003** **Manpower**

- Edited and formatted marketing documents, specialty catalogs and user manuals for Allen-Bradley (Milwaukee, Wisconsin) using Adobe FrameMaker, Microsoft Word, Adobe Acrobat, Adobe Illustrator

**Senior Technical Writer** **04/1999 – 10/1999** **Interim Technology**

- Created online documentation for ADAC Genesys/Pegasys Nuclear Imaging system in support of GE Medical Systems Healthcare Services business (Waukesha, Wisconsin).
- Served as technical expert and principal designer of Microsoft Word template used in development of online documentation for delivery in Adobe Acrobat PDF format.
- Created scripting to add functionality to PDF document.

**Senior Technical Writer** **07/1998 – 02/1999** **PLATINUM technology**

- Created user manuals, online help files and online documentation for PLATINUM technology (Northbrook, Illinois) ProVision Network Monitor and Network Report Card application software products.
- Designed HTML user interface for the Network Report Card application; designed and created installation script for software product.

**Consulting Technical Writer** **02/1998 – 07/1998** **WriteStarr Information Services**

- Created user manuals, online help files and online documentation for Geneva Software (Northbrook, Illinois) AlertPage Enterprise and Network Report Card software products.

**Technical Writer/Editor** **04/1997 – 10/1997** **Adecco**

- Created and coordinated application support documentation for 40 Solaris telecom applications for Ameritech startup long distance service company (Milwaukee, Wisconsin).
- Edited procedures documentation created by two procedures analysts.
- Designed and supervised development of Lotus Notes database for application support even log and management report creation.

**Technical Writer** **01/1997 – 03/1997** **Systems and Computer Technology**

- Created and documented change-management procedures for Continental Cablevision (Richmond, Virginia) IBM RS/6000/AIX/Tuxedo/Oracle system
- Worked on application documentation for Remedy multi-platform customer service application.
- Worked on policies and procedures documentation for QA group.

**Senior Technical Communicator** **03/1994 – 08/1996** **Rockwell Software**

- Created new user's manuals and on-line documentation for Rockwell Software (West Allis, Wisconsin) using Microsoft Word, Adobe Acrobat, Paint Shop Pro and ForeHelp.
- Created data sheets and catalog text for Communications Business Unit products.

**Education**

- Usability Certificate, Society for Technical Communication
- AAS, Technical Communication, Gateway Technical College, Racine, Wisconsin
- AAS, Electromechanical Technology (Robotics), Gateway Technical College, Racine, Wisconsin

### **Publications**

- **Give them printed documentation, too!**, Intercom (Society for Technical Communication), June, 1999; reprinted in TC Forum, December, 2001

### **Software**

- Adobe products:
  - Acrobat Professional
  - Captivate
  - Dreamweaver
  - FrameMaker
  - Illustrator
  - PageMaker
  - PhotoShop
  - RoboHELP Office
- Corel products:
  - Draw
  - Paint Shop Pro
  - Ventura Publisher
  - WordPerfect
- Microsoft products:
  - Access
  - Excel
  - Front Page
  - Internet Explorer
  - MS-DOS
  - Office
  - Outlook
  - PowerPoint
  - Project
  - SharePoint
  - Visio
  - Visual Basic for Applications (VBA)
  - Visual FoxPro
  - Visual SourceSafe
  - Windows (all versions)
  - Word
- Other products:
  - SAP NetWeaver Visual Composer
  - Agile
  - MKS Integrity
  - WordPress
  - Artisteer
  - Doc-To-Help
  - HTML
  - KompoZer (Nvu)
  - Quark XPress
  - SnagIT
  - SourceForge
  - Test Director
  - Bugzilla
  - CaliberRM
  - Cascading style sheets (CSS)

### **Memberships**

- Software Contractor's Guild
- Working Writers of Wisconsin
- Society for Technical Communication
- Former member, Curriculum committee, Gateway Technical College Technical Communication program