

TECHNICAL WRITING, EDITING, AND MANAGEMENT

Specializing in translating technical jargon and engineer-ese into readable English

SOFTWARE & SKILLS

- ◆ InDesign, Framemaker, Quark XPress, Photoshop, HTML (hand-code and Dreamweaver) and other Web stuff, Acrobat, online-help tools, MS Word, Excel, and other office and productivity programs for PC and Mac
- ◆ Website usability and accessibility
- ◆ Writing and editing
- ◆ Layout and design; photography

EMPLOYMENT

Editor – **IBM**, Austin. 2003-present

- Edit technical books and white papers written by engineers from around the world
- Write, edit and lay out marketing materials, white papers, book projects, and promotions

Editorial Project Manager, Editor, and Writer (contract) – **LANWrights**, Austin. 2002-2003
(Network-oriented writing, training, and consulting)

- Managed publication of *Get Started with Your Computer* for Gateway Computers, from draft stage to printer page checks
- Provided editing, management, and Photoshop work for other books in the Gateway series (including books about computer maintenance and digital music)
- Edited chapters of IT study guides covering Novell NetWare and Java
- Wrote or rewrote Web courses covering certification exams, Photoshop, and HTML

Technical Writer (contract) – **Motion Computing**, Austin. 2002
(WindowsXP-based Tablet PC manufacturer)

Created documentation for launch of pen-based Tablet PCs. Worked in Framemaker, InDesign, Pagemaker, Photoshop, Acrobat, and the Microsoft Production Toolset to produce:

- Online User Guide
- Printed peripherals documentation and placemat
- Windows XP Help and Support Center customized content

Content Director – **MaterialNetwork.com**, Austin. 2000

(Online community for material handling and supply chain news and e-commerce)

Brought industry news delivery online, working with material-handling publications for reprints and in-house staff to create fresh content daily. Served as Web site's managing editor, usability arbiter, contract negotiator, and more.

Projects Editor – **pennNET**, Houston and San Mateo. 1999 - 2000

(Online division of PennWell, publisher of *Oil & Gas Journal* and *Solid State Technology*)

Launched new content management system, e-newsletters and other projects. Wrote:

- User Guide: pennNET content management system (Vignette-based)
- Editors' Guide for creating pennNET e-newsletters

Technical Editor (contract) – **IT Masters**, Austin. 1998 - 1999

(Network integration products, training, and professional services.)

Wrote, edited, and managed production of tech docs for the company and its clients:

- User Guide: MasterCell Installation Guide (IT Masters) (wrote)
- User Guide: BEST/1 for HP OpenView ITO (BMC) (edited)
- User Guide: connectTEC for MAX/Enterprise (BMC) (edited)
- User Guide: Netfinity Manager Plus for Tivoli (IBM) (edited)

Publications Manager – **Active Paper**, Austin. 1995 - 1997

(E-mail and web-browsing software for first-generation handhelds.)

Managed all documentation, including tech docs:

- Presto!Links Reviewers' Guide (wrote) and Presto!Links User Guide (rewrote)
- Presto!Mail User Guide (edited)
- User Guide: Presto!Mail & Presto!Links (updated for General Magic after acquisition)

Trainer (contract) – **EDS**, Dallas. 1995

As part of a traveling training team, instructed affiliate grocers in the use of their parent company's inventory and ordering software.

Technical editor (contract) – **EDS**, Dallas. 1993

Edited series of technical proposals for government and private clients.

Writer (contract) – **Media Matrix**, Dallas. 1992

- Alcon: Series 20000 Training Video/Handbook
- Trane: XV1800 Instruction Booklet

RELATED EXPERIENCE

- Web content
- Journalism features and reporting
- Marketing and corporate communications
- Ad and brochure copy
- Print publications management

EDUCATION

SOUTHERN METHODIST UNIVERSITY, Dallas.

BFA, Communications; post-graduate (MBA) coursework emphasizing marketing and finance
STEPHENS COLLEGE, Columbia, Missouri.

FOR MORE INFORMATION

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