

Profile

Technical Writer with over 20 years of experience writing both user manuals and technical training programs, including 4 years as manager in two different companies. A seasoned communicator with good interpersonal skills; experience working with cross-functional teams including engineering, support, training, and marketing to identify and achieve common goals, and meet deadlines. A self-manager that can quickly gather source material, learn new hardware and software products and write from specs, design documents, or interviews with SMEs. A quick learner of new development tools. Excellent familiarity with applications for incorporating both vector and pixel-based graphics as well as video formats like QuickTime and 3D modeling.

Writing Experience

Technical Writing

Jan 2006 – Current

International Consulting Group: *Contracted my services to:*

San Jose, CA

- **Kazeon:** Total responsibility for last 3 years for ongoing FrameMaker development and maintenance of all User Guides for all Kazeon products including Release Notes and on-line manual library.
- **Apple Computer:** Revised AppleCare iPod FAQs, Help pages, and KnowledgeBase articles for 2007 product updates. Wrote initial AppleCare iKnow Authoring User Guide for AppleCare group. Revised Apple Computer Support Site pages to update legacy product data sheets to new style sheets. Wrote short How-to web articles (Tips and Tricks / Quick Assist) for Apple Computer Support pages.
- **Active Identity:** Completely rebuilt five SDK FrameMaker manuals to convert them to new templates.
- **Luxtron:** Wrote ThermAsset2 Installation and User Guide (industrial transformer heating controls).
- Services to other companies to numerous to list (but available on request) including:
 - Custom FrameMaker templates for new manuals, or conversion of Word documents to FrameMaker
 - Conversion of Word-based SME input to FrameMaker books
 - Graphics including charts, diagrams, photo corrections, and Quicktime 3D and VR movies
 - White papers on emerging products

Technical Writing

Apr 2005 – Dec 2005

VeriSign

Mountain View, CA

- Revised FrameMaker Active Message Continuity and Message Archive System email product user manuals to new style guides, documented new features, and updated screenshots to latest user interface.
- Revised FrameMaker and RoboHelp files for Digital Brand Manger (DBM) web portal user manual and help systems. Products required revision for new features during upgrade to version 8.0.
- Developed online DBM tutorial series detailing new and existing features using HTML and JavaScript.
- Aided writers behind schedule in editing and producing review candidates for VeriSign Payment Services (VPS) manuals and VeriSign Security Services – Email Security Services (VSS-ESS) manuals. FrameMaker 6.0, 7.1, and Acrobat/Distiller 7.0.

Instructional Designer

Aug 2004 – Oct 2004

Jeff Cotton Trainings

Petaluma, CA

- Contracted to the US Coast Guard.
- Wrote training design plans and job-aides for web-based self-paced study programs preparing Yeoman 3rd class for office administration and managing personnel and HR benefits.

Instructional Video Developer

Jan 2002 – Dec 2004

Pixel Corps (PXC)

San Francisco, CA

- Wrote training programs to teach PXC members to use 3D animation and special effects tools such as RealViz's ImageModeler, and Maxon's Cinema 4D, and BodyPaint.
- Wrote scripts for the accompanying training videos and tested all exercise files.
- Managed the Training Research and Development Team.
- Developed hard surface animation modeling for the MiniWorld team as Senior Artisan.

Manager of Technical Publications

ThermaWave, Inc.

Apr 1997 – Mar 2002

Fremont, CA

- Managed a team of 4-8 technical writers.
- Responsible for the development and maintenance of all User, Service, Installation, Maintenance, Installation, and Facilities documentation.
- Wrote scripts for and produced service and installation training videos delivered to both customer and internal support personnel.

Software Skills And Tools

ADOBE: FrameMaker, InDesign, PhotoShop, Illustrator, Acrobat, DreamWeaver, Flash MX

MICROSOFT: Word, Excel, PowerPoint, Project

NEWTEK: Lightwave 3D (Modeler and scene Layout animation)

MAXON: Cinema 4D, BodyPaint

DIGITAL VIDEO: Perception PVR editor, Apple QuickTime, Windows Media, DivX

Education

Associates Degree, Technical Communications, DeAnza College

Cupertino, CA

Web Developers Certificate, SJSU Professional Development

San Jose, CA

PBET Certificate (Performance Based Equipment Training), SEMATECH

Austin, TX

MBA, Honors, Management, Western Michigan University

Kalamazoo, MI

BS, Cum Laude, Psychology, Western Michigan University

Kalamazoo, MI

Website

Examples of my computer animation, digital video, and graphics work are at: <http://nextwildidea.com>.

Professional Organizations

Member of the Society for Technical Communications.

Interests

Adult-league ice hockey, roller-blading, 3D computer modeling, animation, and computer-based video editing.