

## TECHNICAL WRITING, EDITING, AND MANAGEMENT

Specializing in translating technical jargon and engineer-ese into end-user English.  
Experience in Windows XP, network/IT, and consumer product documentation.

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### SOFTWARE & SKILLS

- ◆ Framemaker, InDesign, Pagemaker, Quark, Photoshop, Acrobat, HTML (hand-code, Dreamweaver), CSS, JavaScript, Web XML, Microsoft (Windows XP) Help and Support Center customization
- ◆ Website usability and accessibility for the disabled
- ◆ Editing and proofreading
- ◆ Layout and design
- ◆ Photography

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### EMPLOYMENT

Editorial Project Manager (contract) - **LANWrights**, Austin. 2002-present  
(Technical and 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 on computer maintenance and digital music).
- Edited chapters of IT study guides covering Novell NetWare and Java.
- Wrote or rewrote Web content covering certification exams.

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

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)

(more)

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

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### RELATED EXPERIENCE

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

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### EDUCATION

SOUTHERN METHODIST UNIVERSITY, Dallas.

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

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### FOR MORE INFORMATION

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