

A 15+ year veteran of silicon valley Technical Writing, with tremendous leadership skills.

- **I can lead or found your documentation department**, as I did for FMC, Alliance Semiconductor, Visto Corporation, Silicon Genetics, and Spansion Semiconductor, through proactively assessing documentation needs, then scheduling publications within the parameters of your environment. I have grown departments from paper-based publications to electronic delivery and direct web publishing, as customers require. When company needs broaden, I teach and mentor writers with the latest tools, and methods.
- **I can merge seamlessly with your experienced techpubs team**, as I have at Remedy Corporation, NVIDIA, and VMware. I contribute with minimal supervision, driving my own projects. I play well with others, representing techpubs in cross-functional and inter-departmental business, reaching consensus for team goals, following orders. I help create and enforce doc standards. I work with FrameMaker, Acrobat, Office (Word, Excel, PowerPoint, Visio), Homesite, Doxygen, RoboHelp, Perforce, SourceSafe, BBEdit, vi.
- **I can optimize your documentation processes, achieving faster publications with fewer resources**, as I have for Remedy, NVIDIA, and Synopsys. I reduce review cycles, freeing up others' time. I simplify doc delivery while preventing unauthorized access, giving customers fast access to only the documents they deserve.

Employment Summary

Consulting/Contract Writer 2009-2010 @iPass - Telecommunications provider

- Documented international telecom architecture reference for internal audiences.
- Published API guides for internal and external developers.
- Established processes for TechPubs writers and doc reviewers.
- Thrived in Agile environment.

Consulting/Contract Writer 2008-2009 @Spansion - Semiconductor IP (Flash RAMs w/Microcontroller)

- Designed templates for multiple FLASH product lines.
- Drove interstate project (21 people).
- Conducted research in ultra-secure environment.

Senior Technical Writer 2006-2008 @Synopsys - Semiconductor IP (ASICs)

- Productivity 2x peers' (by page count, by product lines managed, by articles published.)
- Directed international projects (12-24 people).
- Reduced number of doc review cycles per release by re-training reviewers.

Senior Technical Writer 2004-2006 @VMware - x86 Virtualization software

- Wrote manual called "better than 3rd party book."
- Supervised larger projects (12-24 people), represented TechPubs in cross-functional teams, interdepartmental studies.
- Worked with UI designers to decrease software inconsistencies.

Consulting/Contract Writer 2004 @Silicon Genetics - Biotech Software

- Published doc set for initial release 1.0 of Varia (genetic variance analysis).
- Increased customer satisfaction by removing UI inconsistencies and rearranging menus to match biotech processes.

Senior Technical Writer 2001-2003 @NVIDIA - ASICs (GPUs, x86 chipsets, gaming cores)

- Delivered to insanely-aggressive scheduling.
- Negotiated for unwilling interstate R&D resources.
- Coordinated medium-sized projects (6-12 people) across all product lines (GeForce, nForce, xBox, Quadro).
- Mentored inexperienced writers.

Senior Technical Writer; 1999-2001 @Remedy - Database toolkit and applications

- Documented programming procedures for non-coding/trained IT audience.
- Architected web delivery of AR System help: migration from WinHelp to Java servlets.
- Increased user satisfaction through interface design and usability testing, measured by customer feedback.
- Managed small projects (2-6 people).

HTML Developer/Technical Writer 1997-1999 @Visto - Web 2.0 applications

- Delivered instant docs, "web time" demands.
- Created real-time interactive product help system using Visto Expander, a javascript-like language.
- Increased user satisfaction through refined interface design, measured by positive customer feedback.

Documentation Manager 1994-1997 @Alliance Semiconductor - ASICs and memories

- Published datasheets for GPUs, DRAMs, SRAMs, and flash memories.
- Honed management skills: forecasting, delegating projects, evaluating performance, hiring.
- Established company-wide ISO standards and source control.
- Negotiated pricing and delivery with vendors.

Education

MA and BA; Iowa State University of Science and Technology.