

Résumé

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SUMMARY

More than twenty-five years of demonstrated accomplishments as a writer/team leader producing high-quality, comprehensive publications for technical as well as non-technical readers. More than ten years' experience managing and moderating major online, interactive information applications/services systems. Excellent oral and written communications skills, as well as the ability to motivate and coordinate the efforts of others. Quick learner who eagerly accepts challenges of a fast-paced, multitask environment.

ACCOMPLISHMENTS

- Wrote and developed comprehensive online and hardcopy user's guides, administrator's guides, and white papers for notebooks, desktops, workstations, thin clients, and blade PCs for Compaq and HP. Documentation was designed to add value, support customer purchasing decisions, provide highly technical information for network administrators, minimize customer support calls, and/or help novice computer users develop basic computer skills quickly.
- Managed content of cross-platform, multidivisional warranty documentation and served as liaison between Legal, Marketing, Service, Contracts Administration, and Documentation departments.
- Implemented modular documentation strategy that resulted in localization/production cost savings of 56-70%.
- Planned, coordinated, and implemented conversion of traditional printed documentation to online format for delivery on CD in 36 languages. Worked with software developers to design a single, easy-to-use, easy-to-modify interface supporting multiple languages and file formats for publications on CD.
- Developed and maintained project-level and departmental intranet Web sites.
- Managed and promoted over 100 online interactive services for NVN, a national commercial network. Worked with outside information providers to develop, manage, and market new services, enhancing the value of the network to its subscribers. Served as primary liason between the corporate office and outside information providers.
- Negotiated the packaging of network information and special promotional material in commercial software packages and other products.
- Assisted with the development and testing of a suite of Windows-based "Quality Tools" developed by American Airlines and received commendations for the quality and timeliness of online user guide (Windows Help) developed for the package.
- As part of a team effort, succeeded in completing technical documentation (programmers' reference material) for five critical financial systems more than three months ahead of schedule.

- Demonstrated willingness to work overtime as required to complete several critical projects simultaneously, meeting established deadlines 26% under estimated hours and within budget.
- For over three years, served as a Moderator for Writing.Com, an Internet-based community of writers. Responsibilities included mentoring and teaching aspiring writers, including teens and seniors; writing freelance articles on a variety of topics; and writing/revising site documentation.
- Significantly contributed to the design, enhancement, and customer support of Gemstone III, an on-line, multi-player, interactive fantasy game recognized as one of the leaders in the computer gaming industry and featured in the August 1991 issue of "Omni" magazine.
- Promoted and contributed to "Writers' Ink," an international on-line message base for writers. Organized and moderated weekly on-line conferences for writers world-wide, including guest speaker conferences with well-known authors, agents, and publishers. Responsibilities included supervision of six assistant system operators (sysops), administrative management of several categories within the message base, revision of on-line, user help files, and editing/publication of a promotional and informative "Writers' Ink Newsletter" for members.
- As a Contributing Editor for GENie "LiveWire" magazine, wrote promotional and informational feature articles published in subscriber magazine for users of international on-line information services, including a bi-monthly column devoted to users of the IBM PC and another for users of Microsoft Windows.
- Significantly contributed to Citgo Petroleum Corporation's company-wide conversion from a manual to automated mainframe report distribution system by writing support documentation, converting reports, and training end-users; result was 60%+ reduction in distribution time and several thousand dollars saved in materials and equipment.
- Successfully coordinated multi-departmental effort to design, develop, and produce comprehensive documentation to support automation of multiple-site petroleum product distribution terminals; met very tight schedule and received project manager's commendation for excellent work.
- Played a key role in planning, developing, writing, and evaluating MIS standards to meet management mandate, greatly increasing user understanding and consistency in application.
- Worked closely with programming, engineering, marketing, management, and various user groups to develop standards for document content and format; end product met goals for completeness, consistency, and ease of use.
- Consistently demonstrated effective communication skills by formulating management objectives, by gathering technical and operational data from specialists, and by writing clear, concise, easy-to-understand documentation.
- Ten years' experience designing, writing, and developing user-oriented online Help (hypertext/hypermedia) in a multiple formats, including Windows Help, PDF, and HTML, with or without the use of popular authoring tools such as RoboHelp and Homesite.
- Highly proficient in the use of a variety of software applications, including Word for Windows and other Microsoft Office Products; FrameMaker; Epic; and Vasont. Mainframe skills include TSO, ISPF, JCL, and BookMaster. Quick learner with some programming skills, can easily make use of most software applications regardless of platform in minimal time.

- Completed over twenty weeks of ongoing Quality training and participated on two Quality Improvement Teams. Highly committed to the "do it right the first time" philosophy.

BUSINESS EXPERIENCE

HEWLETT-PACKARD COMPANY Houston, TX 1996-present
Information Developer/Documentation Project Manager (HP)
Senior Technical Writer (Compaq Computer Corp.)

ELITE COMPUTER CONSULTANTS Houston, TX 1994-1996
Senior Technical Writer (Compaq Computer Corp.)

U.S. VIDEOTEL Houston, TX 1994-1994
Product Manager, NVN (Commercial online service and Internet provider)

AMERICAN AIRLINES Tulsa, OK 1993-1994
Technical Writer, SABRE Development Services

MPSI SYSTEMS INC. Tulsa, OK 1991-1993
Documentation Coordinator

FREELANCE WRITER / EDITOR 1990-present

SIMUTRONICS CORPORATION St. Louis, MO 1990-1991
Game Designer (Independent Contractor)

CITGO PETROLEUM CORPORATION Tulsa, OK 1981-1990
Programmer/Analyst (Technical Writer),
Assoc. Systems Engineer, Computer Operator

BERLITZ SCHOOL OF LANGUAGES Tulsa, OK 1981-1983
English Instructor/Method Instructor (Part-time)

EDUCATION

University of Tulsa, Tulsa, OK

- JD Law
- BA English

PROFESSIONAL ASSOCIATIONS

- Senior Member of the Society for Technical Communications (STC)
- Phi Alpha Delta