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Summary

- Twenty-plus years creating user guides, instruction manuals, online help, and other end-user documentation, as a writer, manager, and consultant.
- Industry experience includes software, Internet, government, financial, publishing, and chemical.
- Produced documentation plans for a start-up company and executed all phases of document production from concept to delivery.
- Proficient with many writing resources, including FrameMaker, WebWorks, RoboHelp, HTML, Word, Acrobat, Photoshop, DreamWeaver, and Flash.
- Well-acquainted with Oracle documentation standards, the *Chicago Manual of Style*, the *Microsoft Manual of Style*, and *Read Me First!* (Sun Technical Publications).

Experience

2007-present Cardinal Health/Adecco Del Mar, CA

Contract Technical Writer

Created uniform templates and instructions for printed documents and online help, to integrate separate business units into one cohesive design. **Created online help** (html and chm) in Spanish, French, German, Italian, and Swedish from translated source files. **Created training materials** for the: *Anesthesia Install and Support Participant's Guide*, *Anesthesia Install and Support Facilitator's Guide*, *Anesthesia System Manager Participant's Guide*, and *Anesthesia System Manager Facilitator's Guide*. **Created department forms** using Adobe LiveCycle Designer (such as a disposables label creation form, a Supply Request Form). **Created movies and tutorials** using Flash and Captivate. Participated in the **SAP EZ DMS interface development** for the department. Collaborated with the **Sharepoint team** members on new site development and content. Evaluated and **recommended Help Authoring Tools (HATs)**, including Flare, RoboHelp, and WebWorks. Provided assistance and general troubleshooting/problem-solving for team members throughout the department (issues with FM, Word, Flash, Sharepoint, HTML, online help, SAP)

2005-2007 Oracle/Telephony@Work Del Mar, CA

Principal Technical Writer IV, Product Development

Created product user manuals and online help and other documentation for Browser-Based and Java-Based, multi-interaction CRM applications (telephony and Siebel applications), Managed document content, format, versions, updates, **version control**, and **defect tracking and correction**. Created manuals and help for **three different user levels, two different software versions**, and two different languages for an Oracle-integrated CRM application, including the: *Contact Center Anywhere Interaction Manager Guide* and online help, *Contact Center Anywhere Supervision Manager Guide* and online help, *Contact Center Anywhere Administration Manager Guide* and online help. Other documentation included **installation guides, third-party connector interface manuals**, designing and generating **CRM reports**, and a **technical reference guide** describing the **CRM** architecture. Used FrameMaker, WebWorks, and RoboHelp extensively, following Oracle's style guide, writing guidelines, and production procedures. Familiar with AuthorIT, MapCap Flare (next generation RoboHelp), and **VOIP**.

2002-2005 Datasmith Consulting Services, Inc. San Diego, CA

System Consultant (Initial 3-month contract extended over 3 years)

Created **user manuals and online help** for Brandes Investment Partners (BIP):

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|---|--|
| <i>BIP Contractor's Guide</i> | <i>Compass Report Package Guide</i> |
| <i>Compliance Manual</i> | <i>Eagle-STAR User's Manual</i> |
| <i>Internal Reporting User's Guide (Actuate)</i> | <i>Master Blotter User's Manual (Trading)</i> |
| <i>Navigator II User's Guide</i> | <i>Report Portal User's Guide</i> |
| <i>New Employee Training Manual</i> | <i>Portfolio Management Manual</i> |
| <i>Process Flow User's Manual</i> | <i>Security Program Policy Manual</i> |
| <i>PVCS Version Manager User's Manual (first, second, and third editions)</i> | <i>Tracker User's Manual (first, second, and third editions)</i> |
| <i>Report Matrix for Back Office Systems</i> | <i>Salerio AR/CR Manual</i> |
| <i>Project Management Methodology Manual</i> | <i>Recon Transaction Poster User's Guide</i> |

Created and maintained several department-specific **procedures (SOPs) databases and glossaries**, using RoboHelp X4 & X5. Updated and reformatted **software requirements documentation**. Assisted with the creation of **instructor and student training materials**, and user **test cases** for Quality Assurance, using Robodemo and RoboHelp.

1999–2001 Spider Technologies, Inc. San Diego, CA

Technical Publications Manager

Created a documentation **department**, a documentation **plan**, and **hired technical writers** to create and maintain technical and non-technical publications for a commercial **CRM** application. Developed a software documentation plan for this new company—identifying the documentation set for the product, the audience for each manual, the projected creation time, and the required resources. Created a **white paper**, which was instrumental in obtaining pre-IPO funding. Collaborated with UI designers, QA staff, and the product trainer to provide feedback on user **interface designs and application functionality**. Collaborated with project managers and marketing staff to produce **proposals** and other technical **marketing materials**.

1996–1999 Anacomp Poway, CA

Technical Publications Manager

Designed and constructed all **managerial reports** and software-related genres (including **content plans** for management status/planning, **assignment schedules**, **budgets**, product and tool evaluations, **training plans**, **proposals**, **requirement specifications**, **software design documents**, and all forms of user documents). **Supervised and trained staff** and contract writers.

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|-------------------------------------|---|------------------|
| Sr. Technical Writer/Trainer | International Lottery & Totalizator, Inc. | Carlsbad, CA |
| Sr. Technical Writer | Xycor | San Diego, CA |
| Technical Writer | 4th Generation Technology (4GT) (Logicon) | San Diego, CA |
| Managing Editor/Publisher | International Plastics Selector, Inc. | San Diego, CA |
| VP Research | Applied Polymer Technology | Carlsbad, CA |
| Polymer Chemist II | Narmco Materials (Celanese) | Costa Mesa, CA |
| Chemist | Diamond Shamrock | Redwood City, CA |

Education

University of California at Irvine (UCI) Irvine, CA

- **B.S., Biological Sciences**
- B.A., Psychology
- **Web Master Certificate**, 2001
- Continuing education—SD Community College District

Technical Skills and Tools

Proven professional in information gathering techniques, quickly learning new technologies, interviewing, collaborating with others, creating and maintaining Internet and intranet sites, and project management.

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| Documentation | Word, FrameMaker, Flare, AuthorIT, Photoshop |
| Electronic Documentation | Acrobat, HTML, Flash, Captivate, DreamWeaver |
| Forms | LiveCycle Designer, PDF |
| Online Help Development | WebWorks, RoboHelp, Flare (ActionScript), AuthorIT, DreamWeaver, some Java and some JavaScript |
| Localization Preparation..... | Style guide development, standardization, and adherence, Solicitation package |
| Marketing Literature..... | Brochures, white papers, newsletters |
| Training Courses..... | Acrobat, HTML, Flash, Captivate, DreamWeaver |
| Web Design | WebWorks, RoboHelp, Flare (ActionScript), AuthorIT, DreamWeaver, FrontPage, some Java and some JavaScript |
| Other tools..... | Visio, Visual Source Safe, PVCS Tracker, Hypersnap, SnagIt, Polivec, Director, ToolBook |

Memberships

- STC (Society For Technical Communication)
- TECHWR-L
- Digital Women
- The Content Wrangler Community
- Linked In
- World Future Society