

- 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

Brandes Investment Partners
(Datasmith Consulting Services, Inc.)

Del Mar, CA

System Consultant

*Initial 3-month contract extended over 3 years

- Created **user manuals** and **online help** for various departments within Brandes Investment Partners (BIP):
BIP Contractor's Guide — Compass Report Package Guide - Compliance Manual — Eagle-STAR User's Manual — Internal Reporting User's Guide (Actuate) — Master Blotter User's Manual (Trading) — Navigator II User's Guide — Report Portal User's Guide — new Employee Training Manual — Portfolio Management Manual — Process Flow User's Manual — Security Program Policy Manual — PVCS Version Manager User's Manual (first, second, and third editions) — Tracker User's Manual (first, second, and third editions) — Report Matrix for Back Office Systems — Salerio AR/CR Manual — Project Management Methodology Manual — Recon Transaction Poster User's Guide
- 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 to identify 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, Inc.

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.

1976-1996

ADDITIONAL EXPERIENCE

CA

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, Inc.	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.

Documentation:	Word, FrameMaker, Flare, AuthorIT, Photoshop
Electronic Documentation and Distribution:	Acrobat, HTML, Flash, Captivate, DreamWeaver Forms: LiveCycle Designer, PDF, Sharepoint, Internets, Intranets, Extranets
Flow charts and Presentations:	Visio, Powerpoint, Excel
Online Help Development:	WebWorks, RoboHelp, Flare, AuthorIT, DreamWeaver, some Java and some JavaScript
Localization Preparation:	Style guide development, standardization, and adherence, Solicitation package
Marketing Literature: Proposals	Brochures, white papers, newsletters Created RFPs for International Lottery & Totalizator, Inc. and Applied Polymer Technology, Inc. (DoD)
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