

I am a retired Technical Writer with experience in Development, System Engineering, Systems Analysis, System Test, Technical Training, and Corporate Communication.

I may be a dinosaur, but I'm the T-Rex you need to get the job done.

Documents for End Users: original hardware and software *User Guides*, software *Release Notes*, *Technical Advisories*, *Presentations*, *Online Help* systems, formal and interactive self-paced *Training Programs*, step-by-step *Job Aids*, *Standard Operating Procedures*.

Documents for Field Service: original equipment and software *Installation Manuals*, *Administration and Maintenance Manuals*, *Training Materials*, *Job Aids*.

Documents for Corporate Management: rapid learning of new products and skills, problem analysis and abstraction, solution synthesis, assessment of product features and operation, and assessment of process operation. *Marketing Support* presentations, *Explainer Videos*, *Business Plans*, *Funding Proposals*, *Marketing Proposals*.

Other Qualifications

Proficient with Word, PowerPoint, CorelDRAW, HTML/CSS/JS/SQL/PHP, VideoStudio Pro, Audacity, WordPress.

Attended Cornell University. Member of the Staff at the *State University of New York at Buffalo* and *Indiana University*. **Taught classes** for the *National Science Foundation* and for industrial customers.

Current or former member of the *Association for Computing Machinery*, the *New York Academy of Sciences*, the *Professional Photographers of America*, the *Advertising Photographers of America*, the *Society of Creative Designers*, the *Society for Technical Communication*, and *Mensa*.

Employment Highlights

UX/UI Designer and Web Content Creator (Contract) <http://Mimidolls.Com>. 2016-2008

- Designed blog and website user interfaces with simplified navigation and large type suitable for the primary audience demographic of bifocal-age women who are not necessarily comfortable on the web.
- Created blog and website content including how-to articles, free downloads, feature articles, subject videos, reference materials, and an online store.
- Created step-by-step illustrated instruction booklets and DVD instructional videos.

Technical Writer, Systems Engineer, Systems Analyst (Contract) **AT&T, AT&T Bell Labs, Lucent Technologies, Inc, and Avaya Inc.** 2008-2003 & 2002-1995

- Designed and developed Job Aids including both step-by-step instructions and Excel worksheets for automated data collection and verification.
- Designed portions of the Contract Management Tool. This business simplification system saved AT&T several million dollars in its first year.
- Documented the WorldPartnersSM Trouble Ticket System. This system won several software quality awards.
- Documented hardware/software installation/administration and reference documents, job aids, service training, help systems, and on-line performance support systems for many Avaya[®] product lines.

Technical Writer, Business & Proposal Writer, System Test Coordinator (Contract) **T-Synergy**, Eatontown, NJ. (Startup) 2003-2002

- Prepared corporate business plans, venture capital funding proposals, and marketing proposals.
- Designed portions of the user interface, and created documentation, sales support, and marketing materials for carrier-grade operation support system (OSS).
- Created use cases, navigation tree test cases, boundary condition test cases, System Test Plan, and implemented rapid application development of tracking system (work list processing state machine) to provide coordinated system testing for all products.