

## Technical Writer with experience in Development, Systems Analysis, System Engineering, System Test, Technical Training, and Corporate Communication.

*I started in the computer field long before Computer Science was a college curriculum. I taught professors and graduate assistants about computers. I have been on the staff at the State University of New York at Buffalo, and at Indiana University. I was professionally established for two years before I attended Cornell University majoring in Engineering Physics.*

I began as a developer, and moved on to systems analysis, system engineering, and system testing. As projects became larger, and technicians became lost in detail, I moved into technical writing and technical training. ***I became the only person besides the project manager who understood the whole project.***

**End User Support:** Research, design, and write end user documentation for 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.

**Marketing Support:** Design and create marketing support materials including brochures, presentations, short videos, and web feature tours.

**Field Service Support:** Analyze and develop procedures and documentation for equipment and Software Installation, Administration, and Maintenance—Develop technical support guides, training support guides, and step-by-step Job Aids.

**Development Support:** Analyze technical and IT/engineering information and work with Subject Matter Experts to create System Engineering documents (functional and technical specifications) and Systems Analysis documents (scope, requirements, User Interface, and User Experience)—Create Product Prototype documents and Software Development Guides.

**Organization Support:** Analyze business processes, procedures, and workflows to identify process and project objectives and limitations—Identify stakeholders—Identify critical success factor—Define process deliverables—Define documentation process and policy—Perform needs analysis—Analyze, abstract, and model processes—Assess product features and operation—Assess process operation—Create Business Plans, Funding Proposals, and Marketing Proposals.

**I specialize in creating Job Aids, Training Programs, and Reference Materials, including eBooks and websites, designed for easy use on smartphones, tablets, and laptops.**

### Other Qualifications

**Proficiencies:** Technical Writer—Technical Trainer—System Engineer—Web Content Writer—Business Writer—User Experience (UX) & User Interface (UI) Design—Word—PowerPoint—Access—CorelDRAW (technical illustration)—WordPress (blogging)—HTML/CSS/JS/SQL/PHP—Photography—PaintShopPro (photo editing)—Videography—VideoStudio Pro (video editing)—Audacity (sound editing)—Calibre/Sigil (ebook publishing)

**Education:** Attended *Cornell University (Engineering Physics)*. **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.

**Associations:** 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*, and the *Society for Technical Communication*.

### Employment Highlights

**UX/UI Designer and Web Content Creator** (Contract) [Mimidolls.Com](http://Mimidolls.Com). 2018-2008

- Designed blog and website user interfaces with simplified navigation (*from mobile to desktop*) 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, ebooks, 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 WorldPartners<sup>SM</sup> 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.