

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

- **End User Support:**
 - Hardware/Software User Guides
 - Online Help Systems
 - Self-paced Training Programs
 - Step-by-step Job Aids
 - Standard Operating Procedures.
- **Marketing Support:**
 - Brochures
 - Presentations
 - Short videos
 - Marketing Proposals.
- **Field Service Support:**
 - Equipment/Software Installation Guides
 - Administration & Maintenance Guides
 - Technical Support Guides
 - Step-by-step Job Aids
- **Development Support:**
 - Systems Analysis Documents (Scope, Requirements, User Interface, User Experience)
 - System Engineering Documents (Functional and Technical Specifications)
 - Product Prototype Documents
 - Software Development Guides.
- **Organization Support:**
 - Needs Analysis
 - Process Modeling
 - Product Features and Operation Assessment
 - Business Plans
 - White Papers

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/Bootstrap—Photography—PaintShopPro (photo editing)—Videography—VideoStudio Pro (video editing)—Audacity (sound editing)—Calibre/Sigil (eBook publishing).

- **Education:**
 - **Indiana University** (Computing Center Staff)
 - **State University of New York at Buffalo** (Computing Center Staff)
 - **Cornell University** (Engineering Physics)
 - **University of Buffalo** (Research Assistant)
- **Associations:** Current or former member of
 - **Association for Computing Machinery**
 - **New York Academy of Sciences**
 - **Professional Photographers of America**
 - **Society for Technical Communication**

Employment Highlights

UX/UI Designer and Web Content Creator: Mimidolls.Com. 2008-2018

- Created WordPress blog and reactive/responsive website.
- Created blog and website content including how-to articles, feature articles, subject videos, reference materials, eBooks, and online store.
- Created step-by-step illustrated instruction booklets and DVD instructional videos.

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

- Created Job Aids including both step-by-step instructions and Excel worksheets for automated data collection and verification.
- Designed portions of the Contract Management Tool, a business simplification system that saved AT&T several million dollars in its first year.
- Documented the WorldPartnersSM Trouble Ticket System that 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: T-Synergy, Eatontown, NJ. (Startup) 2002-2003

- 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, and System Test Plan.
- Implemented work list processing state machine to provide coordinated system testing for all products.