

Full Service Technical Writer

- Background in *Software Development, Training, and Product Life Cycle.*
- Excellent written and verbal communication skills with team members, customers, and end users. *Work onsite, independently, and/or remotely.*
- Step-by-step Job Aids, Self-paced Training Programs, Standard Operating Procedures, Reactive/Responsive Websites, eBooks, videos.
- *I learn complex systems rapidly and then explain them simply.*

Capabilities:

- **End User:** Manuals, Training Programs, Standard Operating Procedures.
- **Marketing:** Brochures, Presentations, White Papers.
- **Field Service:** Installation, Administration & Maintenance, Job Aids.
- **Development:** Scope, Requirements, Interface, User Experience, Functional and Technical Specifications, APIs, Software Development Guides.
- **Organization:** Needs Analysis, Process Modeling, Proposals, RFPs.

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. 2008-2019

- Designed website user interface with simplified navigation and large type suitable for the primary audience demographic of bifocal-age women *who are not comfortable on the web*.
- Created 500 pages of website content including technical articles, free downloads, glossary and artist definitions, feature articles, subject videos, reference materials, and an online store.
- Developed step-by-step illustrated dollmaking instruction booklets (36-210 pages) for readers who may not know how to sew; may not have made a doll before; and may not have English as their first language.
- Developed DVD instructional videos and interactive computer video patterns combining text and video instructions.

Technical Writer, Systems Engineer, Systems Analyst: Avaya Inc. 2003-2008

- Maintained complete documentation set for the Avaya Converged Network Analyzer product line which provides performance reporting and dynamic routing solutions for large networks.
- Created hardware/software installation/administration and reference documents, job aids, service training, help systems, and on-line performance support systems for many Avaya® product lines including Definity® Communications System, Merlin® Communications System, Avaya Fault & Performance Manager, Avaya Distributed Office, Avaya Converged Network Analyzer, Avaya Series 16xx IP Telephones, and many others.
- Maintained documentation set for the Avaya Fault and Performance Manager (FPM). FPM provides centralized monitoring and management of multiple voice systems from a single point. FPM provides alerts when system faults and performance problems occur, helps isolate and identify problems, and provides tools to help fix the problems.
- Maintained Avaya Network Configuration Manager (NCM) documentation set. NCM provides device configuration backup using Secure Copy Protocol (SCP), File Transfer Protocol (FTP), or Trivial File Transfer Protocol (TFTP) to exchange information with the devices in the network.
- Created and maintained the Avaya Network Region Job Aid which includes network design documentation combined with Excel spread sheets for automated data collection and processing for use with the Avaya Network Region Wizard.

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

- Created 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 rapid prototype development of tracking system (work list processing state machine) to provide coordinated system testing for all products. This project used AGILE methods with two-week sprints.

**Technical Writer, Systems Engineer, Systems Analyst: AT&T
Communications, AT&T Bell Labs, Lucent Technologies, Inc. 1995- 2002**

- Designed the Worklist Manager for the IOP-Contract universal platform for contract management.
- Designed the interface between the Contract Management Tool, and the on-line Private Line and Access billing system.
- Designed the interface between the Contract Management Tool, and the on-line Frame Relay billing system.
- Developed the basic technical philosophy for integration of the Contract Management Tool with the Master Agreement system.
- Designed the Reporting subsystem of the Contract Management Tool, for Generic Contract Tariff pre-sales and post-sales contract processing.
- Documented the WorldPartnersSM Trouble Ticket System, including Administrator Guide, Administrator Training, Private Line User's Guide, Frame Relay User's Guide, and User Training.
- Coordinated and documented the Enhanced Network Management System and Network Protocol Processor Packet Assembler/Disassembler. This work included original authorship of four documents (1000 pages), product research for documentation and system test, and liaison and technical coordination for documentation, development, system test, and field support.
- Created reference documentation of Tele-Travel 800 Service operations control center organization, workflow, and procedures. Technical documentation of hardware and software installation for regional call processing centers co-located with central office switching equipment.
- Created Job Aids including both step-by-step instructions and Excel worksheets for automated data collection and verification.