

Lead Technical Writer

I am a Technical Writer with over 25 years of experience creating user-friendly interfaces and engaging digital experiences for mobile, web and beyond. I have been involved in all stages of product design including: project architecture evaluation, prototype creation, interaction design, visual design, user testing, marketing support, and product development.

I understand the flow of information and write for all audiences:

- What information is needed by each class of User/Developer/Field Service Representative/System Engineer/Marketing Representative?
- What information do they need to remember (training, job aids)?
- What information do they need to assist them (using, job aids)?
- What information do they need for reference (help)?
- What is the easiest way, in each case, for the user to find or obtain the information they need?
- What is the best way to present the information in the user's environment?
- What information cues should be incorporated into each interface?
- What are the sources of the information?
- What is the best way to collect the information?
- What information processing strategy will best meet the time and budget?

I have excellent written and verbal communication skills with team members, customers, and end users. I have 18 years of experience working 80-100% remote.

- Background in Software Development, Systems Analysis, System Engineering, Training, and Product Life Cycle.
- Experience in designing mobile-first website user interface with simplified navigation suitable for the primary audience.
- Experience in creating hundreds of pages of website content including technical articles, free sample or tool downloads, glossaries and definitions, feature articles, subject videos, reference materials, and an online store.
- Experience in recognizing the need for, and creating Step-by-step Job Aids, Self-paced Training Programs, Standard Operating Procedures, Reactive/Responsive Websites, eBooks, videos.

Technical Skills:

- **Development:** Scope, Requirements, Interface, User Experience, Functional and Technical Specifications, APIs, Software Development Guides, Job Aids, Training Programs.
- **Tools:** word processor — technical illustration — blogging — front end development — database creation and usage — photography and photo editing — videography, animation, and video editing — sound editing — eBook creation and publishing.

Education:

- **University of Buffalo** (Research Assistant)
- **Cornell University** (Engineering Physics) not completed
- **Indiana University** (Computing Center Staff)
- **State University of New York at Buffalo** (Computing Center Staff)

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:

Mimidolls.Com

2008-2020

Technology and Information Design (100%remote):

- 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 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.

Avaya Inc.

2003-2008

Technical Writer, Systems Engineer, Systems Analyst (80% remote):

- 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.
- 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.

T-Synergy, Eatontown, NJ. (Startup)

2002-2003

Technical Writer, Business & Proposal Writer, System Test Coordinator (80% remote):

- 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 stints.

AT&T Communications, AT&T Bell Labs, Lucent Technologies

1995- 2002

Technical Writer, Systems Engineer, Systems Analyst

- 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.