

* summary

Award-winning technical writer with over 20 years experience developing programming documentation, end-user documentation, marketing materials, and websites. A unique combination of technical skill, artistic talent, and attention to detail yields deliverables that are clear, concise, and creative.

* tools

Acrobat, C, COBOL, CorelDRAW, CSS, Dreamweaver, Excel, HTML, Information Mapping, JavaScript, Photoshop Elements, PowerPoint, RoboHelp, SEO Strategy, SharePoint, Smalltalk, Visio, Word, XHTML, XML

* technical writing experience

programmer documentation

Designed, wrote, and edited a wide variety of programmer documentation in both online and paper format, including: Class/Method/Function Libraries, complex graphics such as Network Schematics, Help Desk Support Manuals, Reference Manuals, Style Guides and Templates, Technical Specifications, and Troubleshooting Guides.

end-user documentation

Designed, wrote, and edited a wide variety of end-user documentation in both online and paper format, including: Getting Started Manuals, Installation Guides, Job Aids, Online Help, Online Product Tours, Quick Reference Guides, Release Notes, and Wikis.

marketing materials

Designed, wrote, and edited marketing materials, including: Brochures, Newsletters, and White Papers.

websites

Implemented websites for a variety of industries playing all roles in the process, including: Site Design, Programming, Graphic Design, Content Writing, and Search Engine Optimization.

project management

Managed multi-manual, multi-department, multi-writer projects from conception to completion. This included:

- Coordination with adjunct departments including development, product support, marketing, and production.
- Creation and execution of documentation strategies and work plans.
- Performing staffing functions such as interviewing, daily supervision, and performance reviews.

* industry experience

Advertising, Automotive, Banking, Equine, Finance, Human Resources, Insurance, Law, Real Estate, Software Development, Telecommunications, Training

* technical writing work history

Clue Communications, Independent Consultant, February '96 - Present

JMB Realty Corporation, Senior Technical Writer, May '94 - February '96

DKSystems Incorporated, Senior Technical Writer, December '93 - May '94

Andersen Consulting, Program Specialist / Associate Program Specialist, April '91 - December '93

Budget Rent A Car Corporate Headquarters, Training Document Coordinator, April '90 - April '91

* education

University of Illinois-Urbana, BS in Advertising, May '87; Dean's List, G.P.A. 4.7/5.0; Summa Cum Laude

Kellogg School of Management, Northwestern University; Selected Courses

The School of the Art Institute of Chicago; Selected Courses

* awards

Multiple Awards of Excellence, Achievement, and Merit from the Society for Technical Communication Chicago Chapter