

## **Summary**

Award-winning technical communicator with programming skills, excellent writing talent, and a strong design background. Deliverables created include developer documentation, end-user documentation, websites, and marketing pieces. Also experienced in managing writing projects that ensure quality products, on-time.

## **Skills**

Word, Visio, PowerPoint, Excel, Dreamweaver, HomeSite, Acrobat, RoboHelp, Sharepoint, CorelDRAW!, HTML, XHTML, CSS, C, Smalltalk, COBOL

## **Industries Served**

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

## **Accomplishments**

### Online Publishing

Designed and developed both the text and graphics for a variety of online deliverables. Examples include:

- Web sites.
- HTML and Windows Help systems.
- Online libraries containing general documentation, such as staff biographies, and technical documentation, such as detailed code specifications.
- Online tours that guide users through the major functions of applications.

### Paper Publishing

Designed, created, and edited both the text and graphics for a variety of paper deliverables. Examples include:

- User documentation such as reference manuals, user guides, job aids, marketing materials, installation documents, process documents, release notes, and newsletters.
- Programmer documentation such as functional specifications, GUI style guides, and class and method dictionaries.

### Project Management

- Managed writing projects from beginning to end. Performed functions such as staffing, creating and maintaining work plans, and coordinating with development, product support, marketing, and production.
- Supervised the daily work of a writing team. Gave semi-annual performance reviews.

### Software Development

- Established, documented, and maintained software testing and bug tracking processes.
- Provided and executed GUI design.

## **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

## **Activities & Honors**

Society for Technical Communication (STC), Senior Member

Various STC Awards of Excellence and Merit