

Writing

- Capabilities*
- Write, develop, and produce print and online documentation for all levels of software users, ranging from novices to programmers
 - Create single-source documentation for a variety of formats, including print, HTML, and PDF
 - Interact with QA and R&D to solicit information, suggest interface refinements, and isolate, reproduce, and document bugs
 - Work with desktop publishing packages and other software tools to lay out documents and produce printer-ready copy
 - Use engineering and computer background to work on complex technical projects while requiring minimal support and supervision
- Experience*
- Wrote the RAK Designer *Developer's Guide*, a client/server application development product, for General Magic.
 - Wrote and designed a print and HTML documentation set for Netiva Software, including a developer's guide and tutorial.
 - Wrote print and HTML documentation for many Netscape Communications products, including client-side, server-side, and core JavaScript; Visual JavaScript; the Internet Foundation Classes; and the Proxy Server.
 - Developed and implemented the Paradox 7 Windows 95 help architecture, and converted the *User's Guide* to an online help system for Borland International.
 - Designed and created the Dashboard 95 *User's Guide* and Windows 95 help for Starfish Software.
 - Developed all conceptual and task-based material for database and client/server topics in the Delphi help system for Borland International.
 - Updated the Windows help system for an unreleased network management software product for Network Application Technology, Inc.
 - Created dBASE for Windows, Paradox for Windows, Paradox SQL Link, and Paradox 4.0 online help, and wrote the Paradox 4.0 *PAL Programmer's Guide* and *PAL Reference* for Borland International.
 - Wrote software user manuals, tutorials, quick reference cards, reference manuals, and Windows help for Computer Associates-Cricket.
 - Developed software and hardware documentation including user manuals, technical reports, hypertext documentation, instrument manuals, and electronic product bulletins and catalogs for the Du Pont Company.

Project management

- Capabilities*
- Supervise and participate in the entire life cycle for online and printed software documentation: prepare documentation plans, write and edit drafts, develop examples, coordinate technical reviews, create indexes, and deliver printer-ready copy
 - Work on multiple projects, delegating authority and responsibility as required and intervening when anticipating problems
- Experience*
- Managed and participated in the creation of all Paradox documentation, including manuals, help systems, computer-based tutorials, and sample applications for Borland International
 - Planned and developed software documentation libraries for Computer Associates-Cricket Macintosh and Windows products
 - Assembled and managed teams of writers and production personnel for a wide range of Du Pont technical literature

Technical expertise

- Software*
 - Netiva; Delphi; Paradox for Windows; dBASE for Windows; Paradox 4.5 (DOS); Access; dBASE IV 2.0 (DOS); Quattro Pro for Windows; Lotus 1-2-3
 - FrameMaker; Ventura Publisher; PageMaker; Design Studio; others
 - Windows 95 help compiler; RoboHELP; Doc-To-Help; ForeHelp
 - Word for Windows; WordPerfect; Brief; other word processing programs
 - PhotoShop; CorelDRAW; Resource Workshop; CA-Cricket Graph, Draw, and Presents; Micrografx Designer and Draw; Illustrator; Freehand
- Hardware*
 - Intel-based and Macintosh personal computers; Unisys OS 1100 Series; Data General MV 10000; VAX-8600; NAS
- Languages*
 - HTML; SQL; JavaScript; Java; Object Pascal (Delphi); dBASE; PAL; ObjectPAL; Prolog; COBOL; Basic

Employment history

- Consultant*
 - 1993-present
- Borland International*
 - Paradox for Windows Project Manager, 1993
 - Database Publications Online Project Manager, 1992-1993
 - Senior Technical Writer, 1991-1992
- CA-Cricket*
 - Senior Technical Writer, 1990-1991
- Du Pont Company*
 - Senior Technical Writer and Team Leader (contract), 1988-1990
- Unisys Corporation*
 - Technical Writer (contract), 1988
- Academy Insurance*
 - Information Systems Documentation Supervisor, 1987-1988
- University of Delaware*
 - English Department Writing Instructor, 1985-1987
- David's Bookshelf*
 - Manager and Book Buyer, 1979-1985

Education

- Master of Arts*
 - English Language Linguistics, University of Delaware, 1987
- Bachelor of Arts*
 - English, University of Delaware, 1981
- Associate of Arts*
 - Mathematics, University of Delaware, 1978

Professional activities

- Society for Technical Communication (STC)*
 - Member, 1988-present
 - Silicon Valley Chapter Database Manager, 1992-1996
 - Judge of Silicon Valley Chapter Newsletter Competition, 1992-1993
 - Editor of *News & Views*, Delaware Valley Chapter newsletter, 1989-1990
- Awards*
 - 1996 STC International Technical Publications Competition Achievement Award and Northern California Technical Communication Competition Best of Category Award for *LiveWire Developer's Guide*
 - 1996 STC Northern California Technical Communication Competition Excellence Award for *Navigator 2.0 JavaScript Guide*
 - 1995 STC Northern California Technical Communication Competition Excellence Award for *Dashboard 95 User's Guide* and Merit Award for Visual dBASE help
 - 1992 STC Northern California Technical Publications Competition Distinguished Award for *Paradox 4.0 PAL Programmer's Guide*
 - 1992 STC Northern California Technical Publications Competition Merit Award for *Paradox 4.0 PAL Reference*

Writing

- Capabilities*
- Write, develop, and produce print and online documentation for all levels of software users, ranging from novices to programmers
 - Create single-source documentation for a variety of formats, including print, HTML, and PDF
 - Participate in the entire life cycle for software documentation: prepare documentation plans, write and edit drafts, develop examples, coordinate technical reviews, create indexes, and deliver printer-ready copy
 - Interact with QA and R&D to solicit information, suggest interface refinements, and isolate, reproduce, and document bugs
 - Work with desktop publishing packages and other software tools to lay out documents and produce printer-ready copy
- Experience*
- Edited and updated the VisiBroker Bridge *User's Guide* and Windows 95 help for Visigenic Software, Inc.
 - Wrote and designed a print and HTML documentation set for Netiva Software, including a developer's guide and tutorial.
 - Wrote print and HTML documentation for client-side, server-side, and core JavaScript for Netscape Communications.
 - Developed and implemented the Paradox 7 Windows 95 help architecture and converted the *User's Guide* to an online help system for Borland International.
 - Designed and created the Dashboard 95 *User's Guide* and Windows 95 help for Starfish Software.
 - Updated the Database Desktop print documentation and Windows help for Borland International's Delphi; debugged the entire Delphi help system.
 - Updated the Windows help system for an unreleased network management software product for Network Application Technology, Inc.
 - Wrote and updated Paradox SQL Link documentation for Borland International. Helped the product team design the SQL Link user interface.
 - Wrote SQL Server Gateway documentation for Tandem Computers. Worked closely with developers and suggested improvements to the product.
 - Wrote and updated data management documentation for Control Data Corporation. Worked on several types of manuals: online, printed, tutorial, usage, quick reference, and summary.

Editing

- Capabilities*
- Edit print and online documentation for organization, usability, consistency, conciseness, and style
 - Edit the work of all levels of writers, ranging from untrained writers to experienced senior writers
 - Produce and maintain style guides
- Experience*
- Edited Paradox for Windows, Paradox SQL Link, and dBASE manuals at Borland International
 - Maintained style guides for Paradox documentation; kept writers up to date on style guidelines at Borland International
 - Wrote and maintained a sample manual showing the proper page layout for Paradox manuals at Borland International

Technical expertise

- Software*
 - Netiva; Delphi; Paradox for Windows; dBASE for Windows; Paradox 4.5 (DOS); Access; dBASE IV 2.0 (DOS); Microsoft/SYBASE SQL Server; Control Data information management software
 - FrameMaker; Ventura Publisher; PageMaker; Ready, Set, Go!
 - Windows 95 help compiler; RoboHELP; Doc-To-Help; ForeHelp
 - Word for Windows; WordPerfect; Brief; other word processing programs
 - Quattro Pro for Windows; CorelDRAW; MacDraw; SuperPaint; MacPaint; PowerPoint
- Hardware*
 - Intel-based and Macintosh personal computers; Tandem VLX running Guardian 90; CYBER 180/855 running NOS/VE; Hewlett-Packard HP3000
- Languages*
 - HTML; SQL; JavaScript; PAL; ObjectPAL; COBOL; Pascal

Employment history

- Consultant*
 - 1993-present
- Borland International*
 - Developmental Editor, 1992-1993
 - Technical Writer, 1991-1992
- Tandem Computers*
 - Technical Writer, 1989-1991
- Control Data Corp.*
 - Technical Writer, 1985-1989
- Bureau of Land Mgt.*
 - Programmer, 1981-1982, 1983-1984

Education

- Bachelor of Science*
 - Computer Science, California State University, Chico, 1985

Professional activities

- Society for Technical Communication (STC)*
 - Member, 1986-present
 - Silicon Valley Chapter Board participant, 1988-1993 (Director of Committees, Volunteer Coordinator, and Newsletter Editor)
 - International STC Chapter Newsletter Competition Manager, 1992-1995
 - International STC Chapter Newsletter Competition Judge, 1991-1992
- Awards*
 - 1996 STC Northern California Technical Communication Competition Excellence Award for Navigator 2.0 *JavaScript Guide*
 - 1995 STC Northern California Technical Communication Competition Excellence Award for *Dashboard 95 User's Guide*
 - 1995 STC Northern California Technical Communication Competition Merit Award for Visual dBASE help
 - 1992 STC Northern California Technical Publications Competition Distinguished Award for *Paradox Application Workshop*, a manual I edited
 - Best of Show Award in the 1989-1990 and Distinguished Award in the 1988-1989 STC Chapter Newsletter Competition for the *Connection*, the STC Silicon Valley Chapter newsletter
- Papers and presentations*
 - Co-presented "Documenting Software that Runs on Multiple Platforms," 1991 STC Annual Conference
 - Co-wrote "How to Interview a Company," 1990 STC Annual Conference
 - Co-wrote "Innovative Software Tutorials," 1987 STC Annual Conference
- Alzheimer's Association*
 - Serve as Newsletter Editor for the Santa Cruz County Chapter
 - Write various pieces such as brochures, registration forms, and letters