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Professional Business Summary

Technical Communications professional business owner, consultant, contractor, and staff specialist, with over 20 years of proven accomplishments on numerous and varied technical writing, course development, training, and marketing communications projects and assignments. Concurrently work on multiple projects, interacting with cross-functional teams consisting of engineering developers and designers, technical support and systems management specialists, instructors and trainers, and sales and marketing representatives. Expertise working directly with a variety of information sources and state-of-the-art content development and publishing tools. *Enthusiasm for taking ownership of tasks, assuming immediate responsibility to make a positive impact, seeking creative challenges through continual learning, making informed decisions, and delivering exemplary solutions.*

Career Highlights (Primary Clients; Contracted Companies; Employers)

04/09 – Present Technology For Business Corporation

Contract/Consultant Technical Writer – Reporting to the Corporate Operations Officer, sole writer to manage all activities to develop, write, and publish all documentation design templates, assist determine new topics and related content, and obtain and incorporate new release updates for a series of User Guides for a comprehensive suite of turnkey CTI applications and customizable software modules for contact centers (ACDs) and organizations for integrating telephony and IT systems. All activities performed via telecommuting.

01/09 – 03/09 Central Coast Automotive Design

Consultant Technical/Business Communications Writer – Prepare the technical overview, prospectus, and ancillary documentation to obtain patents, grants, and funding from venture capital and private investors, for a new energy-efficient, environmentally-friendly, sustainability-conscious hydrostatic engine fueled by an alternative power source.

10/08 – 12/08 Federal Reserve Bank of Philadelphia, Inc.

Contract Senior Technical Writer – Technical Writer on the project team for developing and delivering the new District-wide networking architecture IT Network Strategy plan. Create FrameMaker template to generate plan. All activities performed via telecommuting.

03/08 – 10/08 GemStone Systems, Inc.

Senior Technical Writer – Manage new release updates to a developer's guide and system administrator's guide for a Java-based, enterprise data fabric distributed caching and data distribution system. Content areas include product installation, deployment, security, programming, monitoring and tuning API scripts, data operations, managing data flow, client/server architecture and configuration, troubleshooting, event handling, statistics API scripts, and release notes. Additional responsibility for improving the company publications Style Guide and documentation design templates and assisting to develop the DITA architecture, single-source content management, and wiki plans for restructuring the entire suite of product documentation.

07/07 – 03/08 Novellus Systems, Inc.

Contract Technical Writer – Manage the preparation and publication of an entire set of product installation and startup documentation for semiconductor device chemical vapor deposition systems. Develop content from legacy material, specifications, schematics, mechanical illustrations, and graphic files provided by product support, installation, field service, and training specialists. Proposed and developed a training scenario for instructing the Engineering department on the use of style templates for preparing new documentation and maintaining existing guides.

10/06 – 06/07 Nautilus, Inc. World Headquarters

Technical Writer – Lead writer for commercial and consumer fitness equipment projects with responsibility for assessing documentation needs, planning, and scheduling the timely delivery of owner’s, assembly, and service manuals. Develop content from specifications, CAD drawings, and legacy documents from Product, Brand, and GTM managers, Product specialists, and creative and mechanical designers and illustrators. Additional responsibility for assisting to develop the DITA architecture and single-source content management plans for restructuring the entire suite of product documentation to author in XML.

05/06 – 09/06 FOCUS Enhancements, Inc.

Contract Technical Writer – Reporting to the Director of Marketing, sole writer for sourcing, designing, writing, and proofing a user guide documenting the procedures for an Ultra Wide Band (UWB) Evaluation Kit configuration and its GUI to evaluate the performance of FOCUS Enhancements’ UWB technology.

09/00 – 02/06 Centigram/ADC/SS8 Networks, Inc.

Senior Technical Writer – Manage (including planning, creating, publishing, and assisting develop archive infrastructure) a primary subset of software and hardware configuration, operational, installation, and troubleshooting documentation for a Distributed Service Controller system, consisting of gateway, SS7, VoIP/SIP, LDAP, network interface, media processing, and messaging protocols for wireless communications. Audiences include company and client field service engineers, sales engineers, technical assistance center specialists, and product/project management. SS8 Networks, Inc. is ISO 9000 certified.

**08/97 – 08/00 Synopsys, Inc., Level One (an Intel Company), Sun Microelectronics,
BroadVision, BEA, Cisco Systems, Hewlett-Packard**

Senior Contract Technical Writer and Course Development Consultant – Develop plans, manage project teams of subject matter experts and other writers, design documentation templates, originate style and publications guidelines, participate in usability testing, and prepare instructional materials, as indicated, for:

- **Synopsys** – API programmer solutions guide and command reference manuals for ATM, SDH, and SONET workbench simulation test software.
- **Level One** – layer 2, layer 3, and layer 4 configuration software (written in C) API architecture and driver software porting guides.
- **Sun Microelectronics** – Xmp server appliance kit GUI reference guide modules for Linux and Solaris environments and UltraSPARC IIe processor design reference board user guide.
- **BroadVision** – business developer’s portal guide, documenting JavaScript Project component APIs for customizing enterprise Web services.
- **BEA** – white papers for enterprise Web server clustering on a multi-tier J2EE applications platform.
- **Cisco Systems** –Cisco IGX 8400 Series Installation and Configuration manual for: enclosures, power sources (AC and DC), Controller cards (the CPU for the node), Frame relay interface cards, Voice interface cards, Serial data interface cards, and ATM interface cards.
- **Hewlett-Packard** – SureStore E Disk Array XP Operating System configuration guide (Fibre Channel SCSI).

**04/94 – 07/97 Northern Telecom, Intel Corporation, ROLM Corporation, C-Cube
Microsystems, Digital Link Corporation, Cisco Systems**

Senior Technical and Marketing Writer/Course Developer/Instructor/Consultant – Develop project plans, manage project teams, and prepare content for a combination of user, system administration, programmer’s, and technical reference manuals, marketing collateral, and successfully deliver in-house training, as indicated, for:

- **Northern Telecom** – ATM-based switch upgrade on-line help tool (in compliance with ISO 9000).
- **Intel** – establish and manage a team to write IC layout and instantiation course materials, tutorials, and reference documentation to support a microprocessor circuit design department of nearly 100 personnel.
- **ROLM** – write and deliver CBX II switching network peripheral systems configuration courses for classes averaging 15 in-house personnel.
- **C-Cube** – Video Decoder marketing, trade show, and time-to-market print pieces.
- **Digital Link** – T1 DSU/CSU frame relay and in-band services installation guides for LAN/WAN systems.
- **Cisco Systems** – single-chip router functional specification and internal reference guide.

1987 – 1993

Advance Micro Devices, Cadence Design Systems, Lattice Semiconductor, Actel Corporation, Hewlett-Packard

Contract Technical Writer – Develop project plans, manage project teams, and prepare content for technical reference manuals and product design guides for:

- **Advance Micro Devices** – Logic Cell Array design guide for OrCAD and Mentor Graphics applications.
- **Cadence Design Systems** – CAE programmer's guide for open simulation and Verilog.
- **Lattice Semiconductor** – programmable Large Scale Integration (pLSI) development system design entry, verification, and implementation programmer's guide and macro library.
- **Actel** – Action Logic System (ALS) FPGA design guide for use with Viewlogic, Mentor Graphics, Valid, or OrCAD interface design programs.
- **Hewlett-Packard** –Asynchronous Transfer Mode (ATM) administrator's and reference guide.

Expertise

Primary Industries & Technologies

- Telecommunications; Information Technology; Networking; Semiconductor; Microelectronics; Enterprise Business Systems; Manufacturing
- Local Area Networks (LANs) for TCP/IP and SNS/TCP; Internet access, security, & security management; Network File Servers (NFS)
- Asynchronous Transfer Mode (ATM); client/server; cable modem; Ethernet; Fibre Channel
- Computer-Aided Engineering (CAE); Engineering Design Automation (EDA); Field Programmable Gate Arrays (FPGAs); Programmable Logic Devices (PLDs); ASIC circuit methodology and design
- Voice messaging and interactive voice recognition (IVR); telephony switching systems and peripherals; wireless protocols; T1 frame relay and in-band services; routers; analog/digital test systems
- Relational database; Object-Oriented-based applications; On-line Transaction Processing (OLTP)

Environments & Languages

- UNIX, Linux, HP-UX, SunOS, Solaris, Macintosh, OS/2, Windows XP, Motif, MPE XL
- SNS/TCP-based API, Java APIs, JavaScript APIs, J2EE Application Servers
- Verilog, HDL, VHDL, ATM, SDH, SONET
- C, C++, SQL, Assembler, SAS/C, PL/1

Software Tools

- Adobe FrameMaker 8 & Structured, InDesign CS2, Illustrator CS2, Photoshop CS2, & Acrobat 9 Professional; Corel Draw
- Microsoft Office 2003/2007 – Word, PowerPoint, Outlook, Excel, & Visio
- MWSnap, HiJaak Pro, Designer, XV, Full Shot, & Snapshot screen capture programs
- XML, HTML, SGML, & Arbortext Editor content publishing; Quadralay's WebWorks & ePublisher Pro
- Subversion (SVN) documentation management and source control systems

Hardware Systems

- Sun SPARCs and Ultra
- PC, AT, XT, PS/2, 3278, and PC laptops
- HP 3000, 9000, 150, & Vectra
- Macintosh desktops

Education

- *Graduate Program*, English, San Jose State University, San Jose, CA
- *Bachelor of Arts*, English, San Jose State University, San Jose, CA
- *Aeronautical Operations curriculum*, San Jose City College, San Jose, CA

Affiliations

- *Member*, Society for Technical Communication (STC), 1995 – 2009
- *Guest Lecturer*, Technical Communications Department, Cal Poly, San Luis Obispo, CA, 2000 – 2009
- *Member & Guest Lecturer*, Technical Communications Program Advisory Board, De Anza College, Cupertino, CA, 1993 – 1996

Extensive Portfolio Available