

Profile

Versatile **writer, editor, and translator** with significant experience in **technical documentation** and as a **software tester**.

As a **technical writer**, I have created **documentation for all kinds of users**: from nontechnical healthcare customers to software developers. My deliverables have included HTML-based **online help**, installation and configuration instructions for system administrators, **API documentation** for software developers, and brief **quick starts** for people who are evaluating products.

As an **editor and translator**, I work with writers on a wide range of subjects. **I take pride in making my writers' work shine**. A special skill of mine is **reorganizing "difficult" material**.

My work frequently gets accolades from customers and subject matter experts.

Technical and software lifecycle expertise

Primary

- JSON / REST and SOAP APIs
- Linux (Arch, debian, and Ubuntu)
- Single-source documentation platforms: Swagger and InterSystems proprietary (XML)
- HTML and CSS
- Database platforms: SQL (including Xquery), SQL Server, InterSystems IRIS data platform
- Data warehouse: Informatica, Qlikview
- Agile / Scrum

Secondary

- git and GitHub
- Sphinx and RST
- JIRA and Confluence
- Test and task automation: Java 8, Groovy, ReadyAPI
- Python
- Visio
- TeamCity
- UML

Experience detail and timeline

EditorBoss, Ministry of Testing (July 2020 – present, part-time role)

As **editor at the developmental and copyedit levels**, collaborate with writers to produce clear, concise articles on behalf of an internationally recognized software testing community.

- Encourage the best from writers from all over the world whose primary skill may not be writing... gently but firmly.
- Ensure that articles appeal specifically to the software testing audience.
- Enhance the reputation of Ministry of Testing as a reliable source of testing advice and education.
- Structure articles for easy online reading: include headings for organization, reduce paragraph and sentence length, and use simple language.

Technical writer, InterSystems Corp. (October 2016 – May 2019)

- Lead writer for a healthcare patient portal, for which documentation at all user levels was necessary. Wrote online help for patients and clinicians, installation and configuration guides, and API documentation. **Clients called out my documentation as an important benefit of the platform.**
- **Completely reorganized a technically complex documentation set** for a healthcare clinical viewer user interface.
- Wrote **quick starts** on using SQL with the InterSystems IRIS data platform. In preparation, **developed compelling stories to help sell the product.**

Senior software quality engineer, Salesforce (March 2015 – October 2016)

Tested enterprise-critical API framework as part of an Agile team:

- Wrote ReadyAPI Groovy tests to run daily in TeamCity. One of my test sets was pivotal in ensuring the health of a change in third-party authentication software.
- Performed exploratory testing on stories and defect fixes as needed.
- **Solved a critical team security issue** by researching, proving concept, and documenting setup for vault, an open source credentials storage platform.

Senior software tester, Electric Insurance Company, Beverly, MA (2005-2015)

- Overall test lead for two high-visibility projects: overhaul of company self service center Web site and an executive accounts policy documents project.
- Solo or lead tester on critical regulatory or customer-facing initiatives.

Translation language pairs

- Spanish to English
- French to English

Education

- M.S. Technical Communication and Graphics Certificate, Rensselaer Polytechnic Institute
- J.D., New York University School of Law
- B.A. Honors History, magna cum laude, The University of Michigan