**PROFILE**

With 13 years of technical writing and editing experience and a master’s degree in writing, I provide my clients with quality, professional and timely work. I am detail‑oriented, deadline-driven and dedicated to delivering accurate and editorially clean documentation. My primary industry focus has been in IT, high tech and education.

My experience in instructional design and corporate training allows me to design, write and edit impactful, user‑friendly training material. I have developed and delivered in‑person and distance learning training materials for small workgroups, enterprise-wide training initiatives and global curriculum deployment. My teaching and training skills have been honed in both classroom and corporate settings.

**WORK EXPERIENCE**

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| **Market Strategies International**  *Market Strategies International is a full‑service market research and consulting firm specializing in the communications, energy, financial services, healthcare and technology sectors.* | **Editor** (04/09 – Present)  *Provide copy editing and formatting for market research documents spanning the project life cycle from proposal to final deliverable.*   * Edit all market research documents—proposals, questionnaires, executive summaries, presentations and reports—for capitalization, punctuation, grammar, syntax, content and organization. * Ensure continuity between text and graphics, provide rewrites and suggest editorial enhancements. * Ensure that all documents adhere to client-specific requirements and applicable style guidelines such as:   + The Associated Press (AP).   + Microsoft Manual of Style for Technical Publications.   + The Chicago Manual of Style. |
| **Hewlett-Packard Company**  *HP Enterprise Services is a division of HP (formerly EDS, formerly Saber Software, Inc.) that helps* *government agencies improve their business processes through the development of efficient, user-friendly electronic forms (e-forms).* | **E-Forms Solutions Manager/Senior E-Forms Analyst/Designer** (03/06 – Present)  *As a Certified Forms System Professional (CFSP), consult and work with U.S. state and local agencies to develop technical solutions to business problems.*   * Identify and document all technical form specifications, perform user analyses, design and develop e-forms using Adobe LiveCycle, and prepare deliverables and instructional material for implementation. * Create e-forms training documentation and provide training internally for new hires and externally to state and local government clients. * Ensure that the technical solution requested meets the needs of every facet of the client’s business process. * Manage e-forms design and development teams composed of forms analysts/designers, client-side programmers and server-side programmers for the following clients:   + Washington State University.   + California State Department of Corrections and Rehabilitation (CDCR).   + Oregon e-Government Program.   + Commonwealth of Kentucky, Kentucky Access, Accuracy and Accountability Project (KAAAP).   + United States Navy Recruiting.   + State of Washington Department of Transportation. |

**WORK EXPERIENCE (continued)**

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| **Medical Management, Inc.**  *The corporate office of Banfield, The Pet Hospital serves more than 750 hospitals in the U.S. and Europe.*  *The Education Development Team is responsible for the instructional documentation and training of all staff.* | **Instructional Designer and Trainer** (2005 – 2006)  *Created training programs for veterinary hospital staff and corporate support teams.*   * Designed, edited and revised instructional material for installation of new medical tests and equipment in more than 500 hospitals nationwide. * Created computer-based training modules accessible via a web-based learning management system (LMS). * Delivered in-person training on proprietary software updates to hospital staff. * Performed user analyses, compiled results and modified education to better address users’ needs. * Documented and implemented formalized processes and standards for the Education Development Team. |
| **Gartner, Inc.**  *Gartner, Inc. is an information technology (IT) consulting firm.*  *The Consulting division of Gartner specializes in qualitative and quantitative research performed for Fortune 500 companies such as HP, Microsoft, Warner Bros., Tektronix and Intel.* | **Instructional Designer and Trainer/Editor** (2002 – 2005)  *Designed training curriculum, created corporate templates and provided technical writing and editorial support.*   * Conducted worldwide trainings in person, via teleconference and via webconference throughout Asia/Pacific; Europe, The Middle East and Africa (EMEA); and North and South America, increasing employee knowledge, efficiency and productivity. * Created Word and PowerPoint corporate templates for client deliverables and provided region‑specific template training to 3,800 employees in 75 locations worldwide. * Ensured quality of proposals, questionnaires, presentations and reports through technical writing, editing and proofreading. * Edited and distributed knowledge management system curriculum to 1,000 associates in 55 regional offices, facilitating the deployment of a new online content repository. |
| **GCR Custom Research**  *GCR Custom Research (formerly Griggs‑Anderson Research) provides market research for established and emerging IT companies.* | **Lead Editor/Instructional Designer and Trainer** (1997 – 2002)  *Provided editing, technical writing, instructional design and training.*   * Enhanced quality of proposals, questionnaires, presentations and reports by editing for capitalization, punctuation, grammar, syntax, content and organization. Ensured that all documents adhered to client-specific requirements and applicable style guidelines—e.g., The Associated Press (AP), Microsoft Manual of Style for Technical Publications and The Chicago Manual of Style. * Conducted trainings on Microsoft Word and PowerPoint usage, increasing user efficiency. * Supervised and trained up to five new employees (editors, word processors, and graphic designers) per year, ensuring consistency and adherence to standards. * Improved and streamlined in-house training processes by writing, editing and updating training manuals and documentation. * Maintained news and policies sections of company intranet. |

**WORK EXPERIENCE (continued)**

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| **Contracting**  *Projects range from nonfiction and fiction books to educational, technical and legal documents* | **Editor** (1998 – Present)  *Provide all editorial levels: proofreading, copy editing and developmental editing.*   * *All About You Volume 1 — In the Creative Circle,* a psychology self-help guide to children’s learning, living and emotional styles to promote communication and personal growth between parents and children (Taproots Press). * *Ricochet River,* a coming-of-age novel set in Oregon (Ooligan Press). * *Spectre of Intention,* a paranormal thriller (Crystal Mosaic Books). * Graduate school theses (candidates for Master’s of Education). * Oregon State IEP and Special Education forms for the Electronic Student Information System (eSIS) (Portland Public School District). * Legal letters and documents (Clark, Lindauer, McClinton, et al—a firm specializing in medical malpractice and insurance defense). |
| **Marion County Juvenile Department,  Applied Career Education Program**  *The Marion County A.C.E. Program, based in Salem, Oregon, provides education services to juvenile offenders. Services include a wide range of educational offerings and specific interventions geared toward supporting the youths’ educational success.* | **Learning Specialist** (1994 – 1998)  *Wrote portfolio-based curriculum and provided individual and group instruction in writing, literature and physical education to adjudicated, at-risk youth in grades 6–12.*   * Conducted special education and individual education plan (IEP) meetings; wrote accommodations into curricula and ensured classroom accommodations. * Increased student reading and writing competencies by an average of two grade levels. * Mentored students to become published poets and writers. * Supervised and trained relief staff, interns and practicum students, contributing to the consistent, effective team of educators. * Wrote program benchmarks and measurable outcomes; collected, compiled and tracked statistical data for benchmarks and outcomes, resulting in acquiring a stable funding base for the program. * Wrote and implemented grants for Accelerated Reader Program and library enhancement. Increased inventory of school library by 50%. |

**EDUCATION**

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| **Portland State University,** Portland, OR (2005)   * MS in Writing (Technical Writing focus)   **Willamette University,** Salem, OR (1994)   * BA in English and Psychology, *Magna Cum Laude* |
| **CERTIFICATION**  **Business Forms Management Association** (2007)   * Certified Forms System Professional (CFSP) |