# Meredith Binder

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## Profile Summary

Technical writer with ten years of experience in technical program management and a passion for writing engineering documentation

## Writing Skills

- User manuals and fact sheets
- Training materials for new engineering and management procedures
- Structured architecture, process, and test documentation
- Process and program management flowcharts
- Comprehensive editing and content organization
- Engineering documents: requirements, design documents, test plans, manuals
- White papers
- Technical material adapted to non-technical audiences
- Create, maintain, and adhere to corporate style guides
- Experience with the *Chicago Manual of Style* and the *Microsoft Manual of Style for Technical Publications*

## Management Skills

- Project management
- Gather information from hardware engineers, software developers, product management, service engineers, and QA
- Schedules, budgets, project plans, risk analysis, risk abatement
- Manage simultaneous projects
- Effective presentations

## Computer Applications

Word, Project, Excel, PowerPoint, SharePoint, Visio, Illustrator, Final Draft, iMovie

## Programming Language Reading Competency

C, C++, C#, Fortran, Visual Basic

## Education

Certificate in Technical Writing, University of Washington, Seattle, WA
MS Electrical Engineering, University of Vermont, Burlington, VT
BS Physics, University of Michigan, Ann Arbor, MI

## Professional History

### Technical Writer/Process Engineer

EMC/Isilon Division, Seattle, WA (10/2012–7/2013), contract through Advantage Technical Resourcing

- Developed troubleshooting flowcharts and knowledge based articles for developers and service engineers (Visio, Word, Excel)
- Worked closely with subject matter experts, engineers, managers, supervisors, and end-users to identify topics, develop content, and test draft documents
- Developed style guide for flowcharts
- Managed troubleshooting documentation project

### Technical Writer
Open Data Center Alliance (ODCA), Seattle WA (9/2012–12/2012), contract through Make It Matter
- Edited International Standards for Cloud service providers. Topics included: terminology, international service level agreements, audits, regulatory and business drivers

### Independent Film Producer
Self-employed independent contractor, Seattle WA (10/2003–12/2011)

- Wrote press kits including promotional materials and marketing plans (Illustrator, Word, Corel Draw, iMovie, Illustrator)
- Wrote scripts for training videos, advertisements, and narrative films (Word, Final Draft)
- Managed production of corporate training videos and narrative films (Project, Excel)
- Clients included HUD, FDA, Cornell University, and Boston University

### Launch Release Program Manager
AT&T Wireless / Mobile, Redmond, WA (10/2003–12/2003), contract through Volt Technical

- Interviewed engineers and graphic designers to gather information and wrote the first advertisement launch procedure (Word, Excel, Coral Draw)
- Managed vendor relationship with Digitos (Project)
- Managed online holiday advertisement campaign launches (Project, Excel)
- Host sites included Yahoo and MSN
- Converted 85% of projected store sales to web sales, exceeding the target goal by 15%

### Engineering Program Manager
Siemens Medical, Issaquah, WA (2/2002–10/2002), contract through Volt Technical Resources

- Wrote reports for FDA submissions, program charters, and status reports for a variety of audiences including engineers, marketing, and management (Word, Excel)
- Developed program management software applications to enable all departments to meet FDA documentation requirements for program planning (Word, Project, Excel)
- Managed development of mid-range diagnostic ultrasound machines (Project, PowerPoint)

### Software Program Manager
Avenue A, Seattle WA (4/2001–7/2001)

- Read software code written in C++ and interpreted the code into a design document for the advertisement server's backend software (Word, Visio, Excel)
- Wrote program charters and prioritized development projects (Word, Excel, Project)
- Managed backend advertisement server development projects (Project)
- Defined and prioritized development projects

### Software Program Manager
Akamai, Seattle, WA (5/2000–1/2001)

- Used marketing requirements to write engineering specification documents for software releases (Word, Corel Draw, Excel)
- Wrote regular status reports on software development and testing (Word, Excel, Project)
- Wrote software test plans (Word, Excel)
- Managed web broadcasting software projects (Project, PowerPoint)
- Planned and scheduled software launches (Project)
- Company used product to broadcast the National Democratic Convention, 8/2000

### Engineering Program Manager
Philips Medical, Bothell, WA (3/1996–5/2000)

- Developed and wrote the first set of project management procedures for the Ultrasound Division (Word, Excel, Coral Draw)
- Managed development of high-end diagnostic ultrasound machines (Project)
- Trained technical leads in project management (PowerPoint)
- Conducted three internal regulatory audits and wrote audit reports (Word)

### Acoustic Measurements Laboratory Supervisor
Philips Medical, Bothell, WA (11/1993–3/1996)

- Wrote test procedures for ultrasound measurement technicians (Word, Excel)
- Developed and wrote request documentation for customer use (Word, Excel)
- Directly supervised fifteen test technicians (Project)
- Wrote first engineering project management procedure for Measurements Department  (Word, Project, Excel)
- Received the Truly Outstanding Performance Award for Process Improvements (1996)

### Acoustic Measurements Engineer
NTR Systems, Seattle, WA (4/1991–8/1993)

- Wrote first user manual for the company's premiere produce, the Acoustic Intensity Measurement System, AIMS (Word, Excel)
- Wrote educational materials to teach customers how to use AIMS to calibrate and measure equipment (Word, Excel)
- Collected measurement data and wrote test reports for research scientists and FDA submissions (Word, Excel)

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## Teaching Experience

### High School Math and Physics Teacher, 2 years
United States Peace Corps, Naililili, Fiji

### College Electronics Teaching Fellow, 2 years
University of Vermont, Burlington, VT