### Skills/expertise

| ***Doc types***   * Information architectures, taxonomies. * Developer docs, how-to use cases, code samples, references. * User guides, online help, tooltips. * Training, tutorials, video scripts. * Management reports, white papers. * RFPs, RFIs, and RFQs. * Tech writing classes. | ***Doc tools***   * Content management (CMS, CCMS), structured text, single-sourcing:   + XML, DITA, DocBook.   + Paligo.   + MadCap Flare.   + Adobe Creative Suite.   + Ixiasoft. * Google Workspace, Microsoft Office, Atlassian Confluence, wikis. * Docs-as-code, markdown. * Visio, Lucidchart, PowerPoint. * Pandoc. |
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| ***CI/CD***   * Agile, scrum mastery. * Jira, Zendesk. * Git, Jenkins. * Doc project management.   + Doc format conversion.   + Doc tool migration.   + Doc team training. * Automated doc publishing pipelines.   ***SDLC, software, languages***   * Open API, SDKs, Java, C, Python. * Developer docs, how-to use cases, code samples, references. * Supervised Machine Learning (ML), data annotation. | ***Systems***   * Linux and network system administration. * Software-as-a-Service (SaaS) and on-prem * Kubernetes, Docker. * AWS, GCP, Microsoft Azure.   ***Cybersecurity***   * Security ops, TLS certificate management, SOPs for incident management. * Risk assessment. * Data governance, risk analysis, and standards compliance. * Zero-Trust, Trusted Execution Environment (TEE). * Cybersecurity networks, systems, and security policy frameworks. |

### Experience

**Senior Technical Writer, Amazon Web Services, June 2024 to October 2024**

Docs for AWS Elemental Media\* services:

* MediaPackage video streaming
* MediaConnect AWS cloud video streaming connections to CDNs
* MediaTailor personalized ad targeting
* Sample: [AWS Elemental MediaConnect service monitoring](https://docs.aws.amazon.com/mediaconnect/latest/ug/emx.thumbnails.html)

| *Primary doc tools:* Oxygen XML suite | *Primary technologies:* AWS, internal doc build tools,SAXON parser |
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**Principal Technical Writer, BeeKeeperAI, June 2023 to March 2024**

Doc set for health data owners and AI algorithm owners to run ML models in Confidential Computing/Zero-Trust secure CPU/memory enclaves:

* With Sales Engineering, common boilerplate, reusable text for all features.
* With Product Management/Engineering, user/developer docs on tight release cycles.
* With DevOps, doc publishing infrastructure improvements.
* Sample:[*Step-by-step: Open API YAML to HTML on Confluence*](https://drive.google.com/file/d/1hyE6pZzrBgcGvSxwpncAMHQNpeQhjWzs/view?usp=sharing).

| *Primary doc tools:* Confluence, Lucidchart | *Primary technologies:* Microsoft Azure, AKS, Open API, Linux, Python |
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**Senior Documentation Engineer, Privacera, January 2021 to June 2023**

Doc set for data governance standards compliance for cloud assets. Principal writer for Privacera Access Management and Encryption:

* Sole writer: [*Preview: Governed Data Stewardship on PrivaceraCloud*](https://drive.google.com/file/d/1H9QIOug44n3aME56pTY1_9x1d_wpUpXj/view?usp=sharing)
* Writing team projects lead.
* SaaS/on-premises sysadmin/user/developer docs for multiple products.
* Encryption developer docs.
* DocOps tools, processes, and training.
* Structured text with DITA.
* Sample: [*Privacera Encryption API workflow*](https://drive.google.com/file/d/1V2qaDtHXihtkY20ESG6zhcS01XV4Imbc/view?usp=sharing).

| *Primary doc tools*: markdown, Paligo, Confluence, Google Workspace | *Primary technologies:* SaaS, AWS, GCP, Linux, Open API,Snowflake, other databases |
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**Senior Technical Writer, Aerospike, November 2019 to December 2020**   
Doc set for database server installation, configuration, network topologies, and performance tuning:

* Detailed network replication topologies.
* Edited/published white papers and blog posts.
* Partnered with support to synchronize knowledge base articles.
* Programmed web doc site and other special projects.
* Assisted in documenting API client libraries, message broker connectors.

| *Primary doc tools*: reST/Sphinx | *Primary technologies:* Linux, Python |
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#### Senior Technical Writer, Engineering, Capital One and elsewhere, March 2019 to October 2019

Independent contract technical writing for Capital One, and Silicon-Valley-based and other companies, with focus on SaaS/AWS system deployments, REST APIs, native language SDKs, and General Ledger accounting

#### Staff Technical Writer, Illumio, February 2018 to February 2019

Doc set for distributed network firewall Illumio Adaptive Security Platform Policy Compute Engine (PCE) and Virtual Enforcement Node (VEN):

* Deployment/installation, management, and REST API guides.
* Project lead to convert docs from Confluence to MadCap Flare DITA format.
* DocOps prototype publishing system and process changes.
* Coached engineers in improving writing skills.
* Sample: [*Illumio Virtual Enforcement Node (VEN) deploy*](https://drive.google.com/file/d/1L8256hJV2tkR5JTQ02kCpIIESgoIurwk/view?usp=sharing) and [*manage*](https://drive.google.com/file/d/1RtqU-mW1amWf0yVqp2aPVbHf4M7LVyUS/view?usp=sharing).

| *Primary doc tools*: Confluence, MadCap Flare | *Primary technologies:* Linux, MS Windows, macOS, Ubuntu, Red Hat |
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**Senior Technical Writer, Intel, September 2017 to January 2018**

Doc set for internal Intel Saffron Anti Money Laundering (AML) Advisor project, cognitive computing system for financial institutions to discover insights for reporting required by U.S. law.

| *Primary doc tools*: Confluence, Google Workspace | *Primary technologies:* Streamsets |
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**Senior Technical Writer, Good Technology/Blackberry, 2014 to September 2017**

Doc set for Good Dynamics Mobile Device Management (MDM) security policy software:

* Developer how-to for Android, iOS, macOS, and Windows.
* Server deployment planning, installation, configuration, and administration.
* Online help for policy/MDM server.
* DB analytics.
* Structured markup in DITA via MadCap Flare
* Sample: [*Good Dynamics smartphone plan, install,*](https://drive.google.com/file/d/16ATMXM8hhMvId6VmzUo0NkHQsJNYXWN0/view?usp=sharing) and [*manage*](https://drive.google.com/file/d/1gnU4JtR7fDTA-yaRTdLTfenoqFqs_IYz/view?usp=sharing).

| *Primary doc tools:* Confluence, MadCap Flare | *Primary technologies:* Linux, REST API, Android Java, iOS Objective C/Swift |
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**Senior Technical Writer, Ooyala, 2012 to 2014**

Doc set for video streaming Software-as-a-Service (SaaS):

* API references and tutorials for REST and Ruby/JavaScript APIs.
* With teammates defined style, terminology, standardized language, structured topics in DITA XML, and publishing processes.
* Sample: [*How Ooyala Analytics Works*](https://drive.google.com/file/d/1Ecay_LkBWZLA61phbE5eCd5Tvck9Gr-6/view?usp=sharing).

| *Primary doc tools:* DITA, Oxygen XML, Saxon | *Primary technologies:* AWS, Linux |
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**Freelance Technical Writer, various companies, 2000’s**

* Doc set for **Nuance** Intelligent Offer Management (IOM). Sample for developers: [*Tutorials: Writing the Voice Application*](https://drive.google.com/file/d/1cZrpz_cpheDleE0KyTqNOxShIKs7Ab3d/view?usp=sharing).
* Doc set for **PayPal**. Sample for developers: [*PayPal Express Checkout Integration Guide*](https://drive.google.com/file/d/1u7vJBhl4Fnk4B5OgZRRyFbXtXhTwh91r/view?usp=sharing).
* Doc set for **Ariba Analysis**. Sample for business analysts: [*Ariba Analysis Advanced User Guide*](https://drive.google.com/file/d/1K30qsspWR9WZU1APeNja-c1-JVUn7Hcw/view?usp=sharing).
* Doc set for **Netscape** Publishing eXpert and professional service for installation at the Mexican Stock Exchange, *La Repubblica* Italian newspaper, Playboy, and other global companies.

### *Education*

* **Master of Arts** (MA) Applied Linguistics, San Jose State University, 2009
* **Bachelor of Arts** (BA) Literature of the European Middle Ages and Renaissance, San Jose State University, 1978
* **Languages:** English, Portuguese, Spanish, French

### Portfolio

| [Generalized doc strategy](https://docs.google.com/document/d/1zggcfhZpc-Iw7oxNNP3ZFZYKkJGpRLywdIiq9ON96wg/edit?tab=t.0) | This methodology for [**information architectures**](https://docs.google.com/document/d/1zggcfhZpc-Iw7oxNNP3ZFZYKkJGpRLywdIiq9ON96wg/edit?tab=t.0) and doc deliverables is useful for all types of technical docs. |
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| Conceptual overviews | * [*How Ooyala Analytics works*](https://drive.google.com/file/d/1Ecay_LkBWZLA61phbE5eCd5Tvck9Gr-6/view?usp=sharing) * [*Get started with Privacera Encryption*](https://drive.google.com/file/d/1V2qaDtHXihtkY20ESG6zhcS01XV4Imbc/view?usp=sharing) * [*Nuance Intelligent Offer Management (IOM) concepts with tutorials*](https://drive.google.com/file/d/1lX3Dlu9I7bEnX1j0goWt1YJ6KumwzDBt/view?usp=sharing) |
| Tutorials and How To’s | * [*Step-by-step: Nuance Voice XML (vXML) JavaScript tutorial*](https://drive.google.com/file/d/1cZrpz_cpheDleE0KyTqNOxShIKs7Ab3d/view?usp=sharing) * [*Step-by-step: Open API YAML to HTML on Confluence*](https://drive.google.com/file/d/1hyE6pZzrBgcGvSxwpncAMHQNpeQhjWzs/view?usp=sharing) * [*Step-by-step: Google Sheet to DocBook informaltable XML*](https://drive.google.com/file/d/1mAJfMsDXF3wE8hjaW2_Skc_uOlP-sJaA/view?usp=sharing) * [*Example: Create Privacera basic data access policies for Databricks SQL table access*](https://privacera.com/docs/en/example--create-basic-policies-for-databricks-sql-table-access-553228.html) |
| API/SDK programming | * [*AWS Elemental MediaConnect service monitoring*](https://docs.aws.amazon.com/mediaconnect/latest/ug/emx.thumbnails.html) * [*Privacera Encryption API workflow*](https://drive.google.com/file/d/1V2qaDtHXihtkY20ESG6zhcS01XV4Imbc/view?usp=sharing), [*Privacera Encryption Gateway API*](https://drive.google.com/file/d/1OFteY0vAKiawcuraMCZ3memkHN-JRNBQ/view?usp=sharing) * [*Writing your voice application*](https://drive.google.com/file/d/1cZrpz_cpheDleE0KyTqNOxShIKs7Ab3d/view?usp=sharing) |
| **Software dev, plan, install, manage, sysadmin** | * [*Good Dynamics smartphone security plan, install,*](https://drive.google.com/file/d/16ATMXM8hhMvId6VmzUo0NkHQsJNYXWN0/view?usp=sharing) and [*manage*](https://drive.google.com/file/d/1gnU4JtR7fDTA-yaRTdLTfenoqFqs_IYz/view?usp=sharing) * [*Amazon thumbnail monitoring*](https://docs.aws.amazon.com/mediaconnect/latest/ug/monitor-with-thumbnails.html) * [*Illumio Virtual Enforcement Node (VEN) deploy*](https://drive.google.com/file/d/1L8256hJV2tkR5JTQ02kCpIIESgoIurwk/view?usp=sharing) and [*manage*](https://drive.google.com/file/d/1RtqU-mW1amWf0yVqp2aPVbHf4M7LVyUS/view?usp=sharing) |
| Governance, security compliance | * [*Governed Data Sharing on Privacera Cloud*](https://drive.google.com/file/d/1H9QIOug44n3aME56pTY1_9x1d_wpUpXj/view?usp=sharing) * [*AWS thumbnail monitoring*](https://docs.aws.amazon.com/mediaconnect/latest/ug/monitor-with-thumbnails.html) * [*Privacera Encryption API workflow*](https://drive.google.com/file/d/1V2qaDtHXihtkY20ESG6zhcS01XV4Imbc/view?usp=sharing) * [*Privacera Encryption Gateway API*](https://drive.google.com/file/d/1OFteY0vAKiawcuraMCZ3memkHN-JRNBQ/view?usp=sharing) * [*Blackberry Dynamics Security White Paper*](https://drive.google.com/file/d/1XqG-DRaabzrVHDVfDHQ0U-FDRHrvsAX4/view?usp=sharing) * [*Biometric Authentication*](https://drive.google.com/file/d/1CFPo7OibYGq-PWN9KtK_0BtmNzIymVgg/view?usp=sharing) |