

Summary

Experienced technical writer, information architect, team leader, and user experience professional in software development. Passionate advocate for users and for the design, development, and delivery of quality technical content.

- 30+ years as a technical writer that includes planning, writing, updating, and editing technical documentation, user assistance, UX designs, websites, and social media.
- 15+ years as the team lead for a group of domestic and international technical writers.
- 13+ years as an information architect for enterprise-class, software applications.
- Detailed-oriented writer with proven skills in managing large volumes of information and multitasking in an agile, deadline-driven environment.
- Strong communication and organization skills. Experience collaborating with developers, DevOps, editors, engineers, marketing, product architects, product managers, QA, technical support, translators, sales, UX designers, and other key stakeholders.

Employment History

Capgemini / IBM, Information Architect and Lead Technical Writer (2010 – June 2023)

- Researched, wrote, and updated [technical documentation](#) in DITA/XML for enterprise-level applications. Used highly-structured, topic-based writing and an HTML-based framework.
- Planned, managed, and organized the structure of end-user documentation and user assistance, which included ~10,000 DITA-based topics of technical content.
- Edited technical documentation, social media content, and customer communication for multiple teams and products. Achieved top performer in the IBM editing workshop that consisted of ~20 technical writers.
- Administered the production processes, translation, and publication of documentation to [ibm.com](#).
- Wrote and published [social media content](#) for IBM Storage.
- Worked closely with UX designers and product stakeholders to review UX designs, integrate user assistance, and ensure a good information experience for users. Provided detailed feedback and edited UI microcopy (in Figma and Adobe InDesign).
- Designed and implemented a digital adoption platform (WalkMe) in a SaaS application to help guide users through key tasks and provide additional contextual information.
- Worked closely with DevOps to write, review, and edit all customer communication for a SaaS application. This communication included in-app notifications, welcome letters, emails, urgent requests, security notifications, support documents, and beta updates.
- Acted as a focal point for improving documentation, error messages, user assistance, and information delivery. Triaged user and technical support feedback.
- Used metrics and advanced analytics to improve technical content and delivery.
- Planned the direction for incorporating the latest tools and technology into writing processes.
- Created and maintained terminology guidelines, standards, best practices, and planning information for development, QA, and technical writers.
- Mentored other writers on authoring tools, technical content, and IBM Storage products.
- Lead effort to migrate all documentation source files to a new hosting platform (GitHub).
- Lead effort to incorporate Agile and CD methodologies into the technical writing process; implemented agile task planning, content toggling, and single-stream source control.

IBM, Information Developer (2002 – 2010)

- Researched, wrote, and updated technical documentation for IBM Storage applications.
- Collaborated with product stakeholders to provide users with a comprehensive set of technical content, including user assistance, knowledge centers, user guides, installation guides, CLI guides, administrator guides, and messages.
- Migrated documentation library from non-IBM format to IBM styles and standards.
- Rewrote documentation to be topic based and goal oriented.
- Trained new writers on tools, processes, and IBM Storage applications.
- Developed methods for tracking and building contextual user assistance.
- Acted as focal point for technical content and user assistance. Triaged user feedback.
- Created strategies for consolidating the documentation from multiple products into a single set of publications.

Trellissoft, Senior Technical Writer (2001 – 2002, acquired by IBM)

- Wrote, edited, and maintained all technical publications and training courses for Trellissoft's suite of storage management and reporting products.
- Designed, wrote, and updated context-sensitive online help systems. Authored the functional specifications and guidelines for the design and implementation of user assistance.
- Established standards, templates, and documentation processes.
- Helped design, create, and launch the Trellissoft website. Updated the website with news, events, and announcements. Added features as needed, such as new navigation, eCommerce, registration forms, live demos, and product downloads.

RIMS, Senior Technical Writer (1999 – 2001, acquired by The TriZetto Group)

- Wrote, edited, and maintained documentation for healthcare-related, software applications.
- Designed, wrote, and updated context-sensitive online help systems.
- Wrote and edited the functional specifications for each release of a software application.
- Established documentation standards, styles, templates, and processes.

PLATINUM technology, Senior Technical Writer (1994 – 1999, acquired by CA)

- Wrote, edited, and maintained technical documentation and online help systems for mainframe and client-server applications. Worked on a team of 20+ technical writers.
- Helped develop department-wide product documentation standards and procedures.
- Assisted in developing and managing online documentation and internet initiatives and policies. Provided customers with technical support for using online documentation.
- Researched, developed, and supported procedures for using the latest tools and technology related to documentation and online help (Acrobat, BookManager, HTML, XML). Developed procedures for converting documentation to various online formats (PDF, HTML, XML).
- Provided technical support on tools and technology to other technical writers within the company (RoboHELP, FrameMaker, BookManager).

Activities

Professional activities and work groups

- IBM Content DevOps
- IBM Design Thinking Workshops (2015, 2018)
- IBM Docs beta participant
- IBM editing workshop (top performer)
- IBM Technical Content Challenge winner (2020)
- Information Architect Practitioners
- Information Development Professionals
- Information Development Managers and Leads
- Metrics work group
- SaaS work group lead
- Source control lead
- Technical Content (IBM Global) Initiative
- Technical editing work group
- UX review work group lead
- WalkMe workgroup lead
- [Winner of the IBM Technical Content Challenge \(2020\)](#)

Skills

Mark-up languages: DITA, HTML, Markdown, XML

Authoring Tools: Abortext Epic Editor, Adobe Illustrator, Camtasia, Dreamweaver, Drupal, Excel, Framemaker, Gimp, Inkscape, oXygen XML Editor, Mural, WalkMe, Word

Production tools and processes: Acrolinx, Agile, CDM (Continuous Delivery Methodology), CMS, CMVC, DCS, Design Thinking, Docs as Code, GitHub, IBM Docs, IDCMS, IEHS, Jira, KC (Knowledge Center), KC CI, MkDocs, Rational Team Concert, Scrum, SDLC, SEO, Slack, Trello, WFM, ZenHub

Education

B.A., English, Northern Illinois University