

Summary of Qualifications

Writing: 21 years; Editing: 9 years; XML: 9 years; Leading 8 years

Summary of Skills

XML; HTML; CSS; collaborative development; SaaS; version control; docs-as-code; Agile

Career

Freelance Technical Writer

August 2020 to present

Developed user-support information for a provider of electronic health record (EHR) software as a service (SaaS). Produced new topics and edited existing topics for online product documentation, managed in a version control system and delivered as HTML via markdown files on a lightweight Web server. Wrote voiceover scripts for product demonstration videos. Skills and technologies used: Google *Docs*; Google *Drive*; markdown; GitHub; Atlassian *Confluence*; hugo server; scripting

Senior Advanced Technical Writing Specialist

January 2017 to June 2020

General Dynamics Mission Systems, Fort Wayne, Indiana

Planned and led efforts to develop technical manuals for hardware and software programs for domestic customers from kick-off to final delivery, including organizing and participating in interim progress reviews and validation and verification events. Wrote operational and maintenance information from draft through delivery according to Technical Documentation Services standards. Skills and technologies used: XML; Arbortext *Editor*; DITA; MIL-STD-2361; MIL-STD-40051-1; MIL-STD-40051-2

Technical Writer Staff

November 2003 to January 2017

General Dynamics C4 Systems, Fort Wayne, Indiana

Developed technical manuals, software user manuals, help systems, API documentation, and software description documents as contract deliverables for domestic and foreign customers from proposal through verification. Managed schedule and budget in a cost accounting system, estimated new work, managed team workload, and assured deliverables produced on time and according to requirements and specifications. Skills and technologies used: XML; S1000D; MIL-STD-2361; MIL-STD-40051-1; MIL-STD-40051-2; CSS; HTML; IETM

Publications Specialist

April 2003 to November 2003

General Dynamics C4 Systems, Fort Wayne, Indiana

Worked as a member of the Technical Communications team to develop and maintain software user manuals, help systems, API documentation, and software description documents as contract deliverables for domestic and foreign customers. Created, maintained, and documented templates for use with Adobe *FrameMaker*, Quadralay *WebWorks Publisher Pro*, and Omni Systems *Mif2Go*. Also developed and maintained internal procedures for work processes for ISO 9001 compliance.

Process Manager

June 2000 to September 2002

Lincoln Reinsurance, Fort Wayne, Indiana

Researched, developed, and maintained technical processes and documentation for Technical Support and Information Systems areas. Initiated, researched, developed, and led training classes. Represented Technical Support team in change control board meetings. Maintained knowledgebase for Technical Support area. Maintained intranet site for Technical Support area. Skills and technologies used: Microsoft *Word*; IBM *Tivoli Service Request Manager*; training material development; leading classroom training; decision trees; knowledgebase; CCB; CMM

Education

Indiana University

Master of Arts
Concentrations in Communication and English

Columbia College Chicago

Bachelor of Arts, Cum Laude
Concentration in Acoustics

Publications

Shadesofgrey.ipfw.edu: From Web Site Creation to Web Site Maintenance

Presented at the 2003 National Communication Association convention