
A senior technical writer with 30 years' experience managing technical writing projects and providing compelling content using words, animations, images, and videos. Working knowledge of GitHub, JavaScript, Markdown, HTML, CSS, Spring, Open APIs, REST APIs and Kubernetes.

Technical and UX Writing Experience

Tubi, Technical Writer, Remote, Nov 22 – Nov 24

- Served as the managing editor for Tubi Engineering's Medium.com social publishing platform.
- Pair wrote a set of blogs with Beijing Engineers that describes the process for replacing a two-player system that caused black screens and buffering with a data-driven single-player that has an MVP (Model-View-Presenter) layered architecture that provides a smooth, uninterrupted playback.
- Authored an "All About Ads" blog series that explains to new hires how Tubi's uses automated tools and algorithms to sell, personalize, and analyze ads. Research was conducted using ChatGPT and documentation from Notion and GitHub.
- Edited and revised machine learning technical blogs, including one showcasing how Tubi leveraged 70+ models to personalize user experiences through retrieval and ranking systems for improved binge-watching.
- Edited and revised data science blogs, including one that describes Tubi's new alerting system for detecting outliers and trends in Key Performance Indicators.
- Authored and edited Tubi's Fireside Tech Chats series for publishing on LinkedIn and Medium.
- Collaborated on drafting OpenAPI specifications using YAML.
- Maintained CSS, Markdown and YAML in GitHub to ensure accuracy.
- Managed version control and facilitated engineering team collaborations for Medium blogs in GitHub.

VMware, Technical Writer, Remote, Apr 21 – Oct 22

- Authored technical blogs for the Tanzu Developer Center that describe how to use Kubernetes to build, deliver, and scale containerized applications. Blogs were written in GitHub Flavored Markdown (GFM) with basic HTML enhancements.
- Developed a learning path in GitHub Flavored Markdown on building a REST API for a family cash card app using Spring Initializr. This included frontend JavaScript examples and YAML-based OpenAPI specifications for API design.
- Collaborated with the Tanzu developer team to create learning paths that integrated JavaScript snippets, enhancing usability and clarity.

- Edited technical blogs and learning paths in GitHub for grammatical accuracy, structural improvements, and technical clarity.
- Wrote and edited SaaS marketing documentation for Tanzu subscriptions and services, including the Spring Certification Program.
- Authored instructions on using Swift to develop software solutions leveraging methodologies like Event Storming, Thin Slice, and Boris Notational Architecture.

Autodesk, Technical Writer Contract/Remote, June 20 – Apr 21

- Created and edited online help topics using Visual Studio Code for Autodesk Construction Cloud solutions, including BIM 360 and Assemble Systems and, integrating JavaScript examples.
- Migrated and revised a 2010 Robot Structural Analysis Getting Started Guide and a 2009 Robot Structural Analysis Training Guide from MS-Word into online help topics using Visual Studio Code and GitHub.
- Developed an easy-to-follow process flowchart to streamline the user experience when creating structural design projects in Robot.
- Created, merged, and compared branches for new and updated online help topics using GitHub.
- Managed epics, stories, and tasks in JIRA.

Captivate, LLC, Technical Writer, Contract, Feb 20 – Apr 20, Lowell, MA

- Created a standardized, process-based documentation library for a 20-year-old company that migrated from a legacy system to Oracle NetSuite.
- Created a standard operating procedure template for IT, Engineering and Quality Assurance to use when creating documentation, and the instructions on how to use it.
- Developed a part number and file name convention for documentation, that included writing a policy on how the process works.
- Created newsletter and policy templates for the Cyber Security Department.

Skillsoft, Technical Writer, Nashua, NH, Contract, Sep 2019 – Dec 2019

- Wrote and edited user experience online help topics for administrators maintaining their company's version of the Skillsoft Percipio Learning Platform, incorporating HTML and CSS for enhanced formatting and interactive elements such as drop-down menus and hyperlinks. Topics included how to create re-engagement and welcome emails, run administrator reports and collect learner data from the Percipio dashboard.
- Converted and formatted over 200 topics from Author AI to MadCap Flare. This included cleaning existing XML code, and creating a new table of contents, mini table of contents, drop-down menus, hyperlinks, figures, and snippets in MadCap Flare.
- Participated in user experience test studies for a new Instructor Led Training feature in Percipio.
- Imported English and French captions for Skillsoft videos using Camtasia. Once imported, all captions had to be edited by time duration set to coincide with the video

presentations.

- Managed daily topic and resource source control in GitHub.

Astronics, Amherst, NH, Senior Technical Writer, Jul 2015 – Apr 2019

- Wrote engineering documentation such as APIs, functional specifications, design specification guides, interface manuals, software configuration guides and configuration index documents for an avionics company that provides satellite communication for commercial, military and business aircraft. All technical documentation was written using RTCA/DO-160-G and AS9100 quality guidelines.
- Wrote online help for the SATCOM System Wiki Diagnostics Tool, incorporating HTML and CSS for styling and layout, and JavaScript for interactive elements that improve the aircraft technicians' ability to target and repair faulty line replaceable units (LRUs) using an Android tablet.
- Wrote field service documentation such as Service Bulletins, Service Letters and Acceptance Test Plans in Simplified Technical English for easy global translation.

Dell, Nashua, NH, Senior Technical Writer, Nov 2014 – Jun 2015

- Wrote and edited three Host integration Tool (HIT) for Microsoft Windows documents, including a user's guide, automatic snapshot user's guide and release notes in Epic XML Editor.
- Created DITA maps and publications for the HIT documents using the Publications Manager in Epic XML Editor.
- Updated DITA maps with new sections, chapters, meta tags, and copyright information using Epic XML Editor.
- Wrote localized translated documents for a global audience in Simplified Technical English.
- Created Wiki pages for engineers and writers working on specific storage projects. This included writing content in Wiki and HTML elements.

Millipore, Senior Technical Writer, Jaffrey, NH, Oct 2013 – Jun 2014

- Wrote Standard Operating Procedures documenting the company's world-wide migration from Oracle to SAP Tempo.
- Wrote quality control release documents including test methods for the Microbiology Lab, Retention Lab, and the Physical Test Lab.

Hewlett Packard, Senior Technical Writer, Jun 2006 – Mar 2011

- Managed up to 24 writing projects per quarter, including release notes, installation guides and administrator guides for network Host Bus Adapters (HBAs) that run on Windows, Linux, and UNIX platforms. This included estimating work hours for the writer, editor, and graphic artist.
- Wrote all documentation in Simplified Technical English for global translation.
- Wrote and content mapped all documentation using Epic XML Editor.

News Writing Experience

Monadnock Ledger Transcript, Peterborough, NH Newspaper Reporter, Part-time, Jun 2007– Oct 2011

- Provided biweekly news coverage for the Monadnock region of New Hampshire.
- Wrote spot news, breaking news, local government news, feature stories and business stories under tight deadlines.
- Developed news stories by conducting interviews, reviewing police and court logs, and by attending community events such as selectmen meetings, school board meetings, sporting and school events.

Education

- Northeastern University, Technical Communications, 1990–1995
- Women's Technical Institute, 1989–1990, Technical Writing Certificate

Military

United States Air Force, 1981–1986, E5, Staff Sergeant