

I'm a highly motivated writer, with many years of experience in technical publishing and software documentation. I love to learn new products and skills. I strive to make the complex seem as simple as possible.

**Certifications:** The Art of API Documentation, Learn API Technical Writing 2: REST for Writers, Learn API Technical Writing: JSON and XML for Writers

## Experience

### UKG (Ultimate Kronos Group) Senior Technical Writer | August 2019 - Present

For an application currently used by 40,000 customers (6 million users), my responsibilities are as follows:

- Converting a very large library of PDF Help documents into an Online Help Center of Madcap Flare content.
- Architecting a user-friendly structure for the Flare content to be output as an Online Help Center.
- Designing all aspects of the new Online Help Center in Flare, including TOCs, Targets, highly customized CSS, skins, home pages, etc.
- Creating all the needed TOCs, Targets, Page Layouts, etc. (with proper branding) in Flare so that the content can be single-sourced into all of our required output formats (Word, PDF, HTML5).
- Performing administrator duties for Madcap Flare and all of this content after the team began to author in Flare.
- Configuring and using Madcap Lingo to manage translated content.
- Learning and maintaining skills in other modern documentation tools, such as OpenAPI (formerly known as Swagger), Jekyll, Hugo, Markdown, and more.
- Writing new content (such as User Guides, Release Notes, and Job Aids) on a continual basis with tight deadlines.
- Guiding the team from having no source control tool to using GIT for source control.
- On a semi-monthly basis, completing builds and managing the build process to get each new version of the Online Help Center live on the many servers from which customers access the product and Help.

### Broadridge Technical Writer | March 2019 - August 2019

- This was a short-term consulting project for which I was the sole technical writer.
- Performing Atlassian Confluence Space Administrator duties, including designing and editing CSS for web and PDF outputs.
- Also in Confluence, building a user-friendly site architecture for 1,000 pages of documentation; converting those 1,000 pages from Microsoft Word into Confluence; creating diagrams and flowcharts in Gliffy.
- Building a POC HTML5 Help Center for the department's software documentation.

## **Prysm Inc. Lead Technical Writer | March 2017 - March 2019**

- Taking on many cross-departmental responsibilities in a small software/hardware startup company.
- Converting a large content library from Confluence and PDFs into Madcap Flare.
- Using Madcap Flare to write, design, and build multiple online Help Center web sites.
- Using Madcap Central to manage, host, and deploy those online Help Center web sites.
- Performing Information Architect duties to organize hundreds of Help articles into modern, intuitive Help web sites.
- Performing web designer duties to conceive and build CSS for site look and feel.
- Integrating Google Tag Manager and Google Analytics into Help web sites.
- Writing marketing articles (in a small company very short on marketing resources).
- Writing and managing training content for internal and partner audiences in our Learning Management System (Lessonly LMS).
- Conceiving and creating user-focused Help videos and marketing-focused product release videos with TechSmith Camtasia.
- Working with Help content from translators in Chinese and other languages to deploy multilingual Help Center web sites.
- Working closely with UX designers to write succinct in-product directions, coach marks, and field descriptions.
- Working with UX designers in a marketing-focused role to write direct and engaging text for product microsites.
- Working with remote and international teams (India and Ukraine) on a daily basis to complete large projects.
- Designing and building simplified Quick Guides (with Adobe Indesign, Photoshop, and Illustrator) to introduce new users to our products.
- Writing and building microsites in Hubspot.
- Managing video content in Wistia and Hubspot.

## **Aprimo (and Teradata) Senior Technical Writer | October 2006 - October 2016 (10 years)**

- Creating high-quality documentation for cloud-based, SaaS, and installed-on-premises products.
- Using Kanban and other variations of Agile methodologies.
- Making JIRA a valuable tool for a documentation team.
- Working with remote and international teams (Manila, Beijing, London) via Webex, Skype, email, JIRA, Hipchat, and other collaboration tools, on a daily basis, to complete large projects.

- Writing content in Ixiasoft DITA CMS for single-source publishing to a cloud-based, context-sensitive Help solution (in SuiteShare, a.k.a Zoomin Docs), as well as publishing to PDFs and other outputs.
- Creating a large Help system (in HTML) using RoboHelp, and eventually migrating it to a cloud-based system using MindTouch.
- Creating a large, cloud-based Help system (in HTML) using the MindTouch solution, working with that Help system for a few years, and then migrating it from MindTouch to DITA and SuiteShare.
- Performing Information Architect duties to organize thousands of Help articles into an easily navigable Help system for frustration-free consumption by end users.
- Working closely with UX designers to write succinct directions and field descriptions that users see on the user interface itself.
- Writing, publishing, and managing release notes for multiple concurrent product streams.
- Writing to optimize localization, and working with localization engineers.
- Creating and maintaining inline Help systems, which pop up boxes of Help text onto a SaaS product's user interface, as well as user-assistance tours and UI overlays.

#### **Roche Diagnostics Validation Engineer | 2005 - 2006**

- Authoring validation documents (such as Requirements, Design, Commissioning/Qualification, Trace Matrices, etc.) in accordance with new internal procedures and FDA regulations.

#### **CNO Financial Group Compliance Auditor | 2004 - 2005**

- Creating and implementing an SDLC to meet the requirements of the Sarbanes-Oxley Act.
- Performing internal audits of IS processes to ensure adherence to the SDLC and compliance with SOX.
- Preparing system documentation for audit and acting as the internal IS representative to outside auditors as they audit a system.
- Creating flowcharts, tables, and simplified narratives to help people at all levels understand processes and controls.

#### **CTG Inc. Technical Writer | 2002 - 2004**

- Working with Eli Lilly and Co. in a manufacturing department assigned to ADMIN/LIMS pharmaceutical software.
- Writing, editing, updating, and maintaining software manuals and training courses for Validation per FDA regulations.

#### **Powerway Inc. Technical Writer | 2000 - 2002**

- Writing user documentation for a quality-control web site and for several stand-alone quality-control software packages.
- Creating a web-based help system consisting of more than 600 help pages for a very complex (approximately 350 interactive pages) auto-industry quality-control web site.

- Writing technical articles to simplify and explain complicated processes for inexperienced users.
- Writing promotional material used in the marketing of Powerway products.
- Performing Software Quality Assurance functions by testing and logging defects found in the software.

#### **CTG Inc. Technical Writer | 1999 - 2000**

- Working with Subject Matter Experts at Eli Lilly and Co. to gather technical information needed for writing training and help documents.
- Writing and editing highly technical manuals and training courses designed to teach chemists and lab analysts how to use FDA-mandated global software programs to document the results of their lab experiments.

#### **John Wiley and Sons (formerly IDG Books Worldwide, Inc.) Project Editor | 1997 - 1999**

- Managing book projects in several popular series, including ...For Dummies, Cliffs Notes, and Quick Reference.
- Managing projects in a high-pressure environment of multiple concurrent projects with aggressive schedules and deadlines.
- Managing authors, including teaching authors to write in an established, often-difficult style.
- Writing or rewriting chapters to educate new authors.
- Developing tables of contents and text from the book's conception to its publication.
- Hiring technical reviewers and coordinating their review to ensure the accuracy of each book's text.

#### **Macmillan Production Editor | 1993 - 1997**

- Editing meticulously while copy editing many books, under tight time constraints. Performing final edits to unify style and conventions and verify organization when using auxiliary copy editors.
- Acquiring freelance editors for certain books, coordinating the editing of various freelancers on projects, and ensuring that freelancers meet deadlines.
- Coordinating the author-review process and working closely with authors to establish deadlines and facilitate revisions.
- Working as Copy Editor (1994 to 1995). Working as Proofreader (1993 to 1994).

## **Education**

Indiana University at Bloomington: Bachelor of Arts, Journalism and English (double major), 1993