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Professional Summary

- Documentation architecture and development for product architects and consultants; database and application administrators; programmers; and call center personnel.
- Experience documenting enterprise software products that run on Red Hat Linux in a JBoss EAP or WildFly container with Oracle or MariaDB databases.
- Collaboration in Agile development teams.
- Project management using [PMI](#) standards and JIRA Agile planning boards and dashboards.
- Source control using Apache Subversion (currently moving to Git).
- Documentation development using XML with DocBook DTD and oXygen XML Author.

Experience

Principal Technical Writer

Nokia, Austin, Texas, 11/2008 to present. Alcatel-Lucent was acquired by Nokia in 01/2016.

- Lead a 2017 workgroup to transform the user experience with online documentation across products developed by Nokia's Applications & Analytics business group.
- Lead four writers to deliver documentation for a customer care platform product sold worldwide.
- Collaborate with product stakeholders and development to define documentation requirements, priorities, and areas for improvement.
- Manage documentation release cycles.
 - Create documentation plans.
 - Create writer tasks in JIRA.
 - Assign tasks to integrated bi-weekly sprints for writers, developers, and testers
 - Lead daily writer stand-ups.
 - Monitor project progress on Agile planning boards and dashboards in JIRA
 - Mentor writers.
- Lead preparation for TL9000 internal and external audits.
- Develop customer satisfaction surveys.

Project Leader, User Documentation

Initiate Systems, Inc., Austin, Texas, 11/2007 to 09/2008.

Implemented strategy, templates, and processes for delivering product documentation through Eclipse-based Infocenters. The project involved moving all documentation source from Microsoft Word to Adobe FrameMaker. The FrameMaker templates were designed to deliver two primary formats, PDFs and Eclipse plug-ins. The plug-ins were generated through templates developed with [Mif2Go](#).

Education

IT Project Management (BMGT-1023), Austin Community College.

Bachelor of Journalism, The University of Texas at Austin.