

Content creation professional with over 15 years of writing, engineering, and publishing technical information. Expertise in compiling complex information from various sources to produce clear and detailed material for technical audiences. Experienced in IT, software development, aerospace, information security, and e-commerce environments.

## Technical Skills

Structures	Code	API	Authoring	Development	Collaboration
XML, XSL, DITA, JSON, YAML, HTML, Markdown	Java, C#, SQL	REST, SOAP, HTTP, Postman	Oxygen, MS 360 ArborText	Eclipse IDE, Visual Studio Code, Spring Boot	GitHub, Notion, Teams, SharePoint

## Work Experience

<b>Senior Technical Writer</b>	<u><a href="#">Ekaria LLP</a></u>	Redmond, WA	05/2014 - 07/2024
<ul style="list-style-type: none"><li>• Authored information security policies in compliance with Payment Card Industry Data Security Standards (PCI DSS).</li><li>• Lead the company's annual logical/physical security audits as primary point of contact and policy expert.</li><li>• Created internal response plan for identifying, managing, and recovering from cybersecurity incidents.</li><li>• Wrote e-commerce API reference documentation for product data and e-commerce resources.</li><li>• Created user guides, data specifications, product content analysis, and company wiki articles for e-commerce subject matter.</li><li>• Collaborated with SMEs and other stakeholders to gather information to ensure documentation requirements.</li><li>• Updated documentation through regular review cycles, application of style guides, and utilization of best practice.</li><li>• Utilized structured content to successfully leverage single-sourcing, efficient workflows, and facilitate multi-channel output.</li></ul>			
<b>Content Architect</b>	<u><a href="#">Volt Technical Resources</a></u>	Redmond, WA	10/2011 - 10/2013
<ul style="list-style-type: none"><li>• Supported XML schema-to-schema conversion project for legal documents.</li><li>• Analyzed existing content to build node mappings using XPATH expressions.</li><li>• Created Conversion Instruction (CI) using DITA module framework.</li></ul>			
<b>Production Engineer</b>	<u><a href="#">Microsoft</a></u>	Redmond, WA	04/2008 - 03/2011
<ul style="list-style-type: none"><li>• Administered a TFS-based Content Management System used to create Windows 7 help documentation.</li><li>• Built solutions for XML content migration and data extraction using XSL and scripts.</li><li>• Developed internal tools/solutions for content creation pain points communicated by the authoring team.</li><li>• Managed localized content builds and publish jobs to Testing and Live environments in over thirty languages.</li></ul>			
<b>Information Architect</b>	<u><a href="#">Siemens IT Solutions and Services</a></u>	Issaquah, WA	04/2007 - 04/2008
<ul style="list-style-type: none"><li>• Supported a team building a Content Management System, using semantic technology.</li><li>• Modeled the Knowledge Base Article domain using Web Ontology Language (OWL).</li><li>• Evaluated content editing applications and XML standards for migration to modular data.</li></ul>			
<b>Data Analyst</b>	<u><a href="#">Sila Solutions Group</a></u>	Seattle, WA	03/2005 - 01/2007
<ul style="list-style-type: none"><li>• Analyzed aircraft support documents, created by various teams, using disparate systems, in various formats.</li><li>• Wrote gap analysis assessments around present to planned state of authoring systems, processes, and content format.</li><li>• Provided expertise to the content management teams for building content in S1000D XML.</li></ul>			

<b>Technical Publications Manager</b>	<u>Home Depot Supply</u>	Orlando, FL	03/2003 - 03/2005
<ul style="list-style-type: none"> <li>Managed a content development team made up of writers and tools specialists.</li> <li>Delivered online help systems, training materials, and other technical documentation as required by the core business.</li> <li>Migrated from document-centric to information-centric content by leveraging XML technology.</li> </ul>			

<b>Technical Writer</b>	<u>Pratt &amp; Whitney</u>	Hartford, CT	06/1996 - 02/2003
<ul style="list-style-type: none"> <li>Developed maintenance procedures for USAF aircraft engines per MIL-SPECs.</li> <li>Analyzed technical requirements from various sources (engineering changes, blueprints, parts breakdowns).</li> <li>Traveled to various USAF bases to validate maintenance procedures for F15 and F16 aircraft, F100 engines.</li> </ul>			

## Education

<b>Bachelor of Art in Technical Writing</b>	<u>University of Central Florida</u>	Orlando, FL	06/1996
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## Military Service

<b>Automotive Maintenance Technician</b>	<u>United States Marine Corps</u>	Okinawa, Japan	1986 - 1990
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