Ann M. Shogren

# SUMMARY

Senior Technical Writer with 13 years’ experience in developing print and web content with a user-centered focus, in diverse technical environments. Strengths include understanding the software development lifecycle as it relates to document design and development, building relationships with cross-functional team members, requirements gathering, implementing user-centered standards, and problem solving with a focus on creating a delightful user experience.

# PROFESSIONAL EXPERIENCE

Web Content Writer/Editor (contract)

Wells Fargo Bank San Francisco, CA 9/2012 – 8/2013

Worked as a Web content writer and editor for the Wholesale Banking division at Wells Fargo, specifically the Wholesale Internet Services group.

* Created and updated:
* Online help files for multiple commercial banking applications.
* Scripts for tutorials and demos.
* Numerous web pages for online banking applications.
* Edited numerous business docs, including business requirement documents (BRDs), engineering specifications, and change requests.
* Created and edited numerous error and informational messages for various banking applications.
* Reviewed and edited Ux wireframes, ensuring that all Editorial and Wells Fargo UI standards were met.

Senior Technical Writer

Philips Healthcare Foster City, CA 9/2008 – 12/2011

Effectively managed a large and varied workload in a highly regulated environment while creating and updating documents for imaging informatics solutions software, including core Instructions for Use Enterprise and Radiology user guides and online help.

* Created and updated a document suite for Workflow Layer, software that improves clinician workflow and facilitates communications between healthcare providers.
* Researched options for changing existing documentation tools, and coordinated training for Adobe Technical Communication Suite. Converted files for Frame 7/8 to Frame 10, and WebWorks 2003 to RoboHelp.
* Coordinated document release train for product maintenance releases (6-week release cycle), ensuring Release Notes and other documents were created, reviewed, edited, and released on schedule.
* Installed and configured scheduled software builds on test machines, documenting new and changed product features, and troubleshooting software for the development team.
* Wrote numerous internal procedures, Readme files, and bug fix documents for a technical audience.
* Enhanced UI and wizard screens, clarifying error and information messages displayed in the UI, by collaborating with engineers.
* Edited and formatted 510(k) pre-market notification sent to the FDA for clearance.

Senior Content Writer (contract)

Wells Fargo Bank Concord, CA 5–9/2008

* Worked with Online Customer Service group writing help sets for banking procedures and customized software, using a content management system comprised of a SQL Server database and Author-it, publishing in Word and HTML.
* Coordinated with QA to use their test systems to learn the software, find and report bugs, and capture screens for the documentation (using SnagIt).
* Wrote documentation for software developed within an Agile (iterative) environment.

Senior Information Developer (contract)

Symantec Mountain View, CA 6/2006 – 4/2008

* Prepared documents for migration to Vasont, a content management system. In addition, created and edited documents in Vasont, using XMetaL as the content editor.
* Created and updated documents for storage products while adhering to document processes and maintaining all documents in CVS, a version control system.
* Edited documents, peer-reviewed manuals, and maintained Windows InfoDev group’s intranet using Dreamweaver.
* Verified documented procedures by installing, configuring, and troubleshooting the weekly builds of the release on test machines for the installation build team.
* Collaborated with engineers, reviewing and editing wizard and installation screens, and creating error and information messages that displayed in the GUI and various wizards.

Technical Writer (contract)

ARM Holdings Sunnyvale, CA 2–5/2006

* Wrote and updated test chip reports and datasheets using FrameMaker for UNIX and MS Word, and generated PDF documents.
* Reviewed engineering specifications and other documents in order to write the test chip reports and datasheets; revised the test chip report template per documentation team standards.
* Edited engineering reports (Excel spreadsheets) and generated PDFs for final publication.

Technical Writer (contract)

Quest Software, Inc. Pleasanton, CA 10/2005 – 1/2006

* Assisted documentation team by editing manuals and online help, and updating release notes for Foglight release, software that monitors and manages critical applications and services, such as ERP/CRM.
* Tested and wrote procedures using RoboHelp so writers could generate user guides from online help projects.
* Assisted Foglight cartridge teams by writing generic install/upgrade procedures for writers to customize for respective documents.
* Updated and maintained documentation on SharePoint intranet, and ensured integrity of documentation by adhering to publication standards and templates.

Technical Writer

Quest Software, Inc. Aliso Viejo, CA 2/2003 – 9/2005

* Developed and maintained user, installation, and programming reference manuals (printed and PDF), release notes, patch notes, and online help for database replicating software on UNIX, Linux, and Windows platforms.
* Updated and maintained intranets for development and marketing, using Dreamweaver and raw XML/HTML editing.
* Met all project timelines for documentation, often completing tasks ahead of schedule, by creating and following documentation plans that were added to the master project plan.
* Collaborated with subject matter experts (SMEs), support personnel, QA engineers, and project and product managers, determining features, product issues, and solutions or workarounds for those issues for maintenance releases.
* Created, contributed to, and reviewed software design documents such as marketing requirements and software design specifications, as well as product change requests filed by Support, QA, and Development.

Product Information Specialist

Unisys Mission Viejo, CA 4/2001 – 2/2003

* Successfully managed multiple projects concurrently, while meeting project deadlines and adhering to all department processes.
* Converted native RoboHelp files to raw HTML files using Dreamweaver, to create HTML pages for online use.
* Collaborated with marketing, 10 development teams, and System Test (QA), producing document suite for complex software that featured SQL database optimization, server clustering, network management, and server consolidation capabilities.
* Managed release coordination for Semiconductor Test Solution (STS) project, which included developing the project plan, creating the project schedule in collaboration with project manager and team members, and coordinating production of the documentation CD-ROMs.
* Designed and developed web-based tutorial for software that the technical sales support personnel used in server consolidation.
* Participated in numerous user-centered design projects, which included usability testing and user interface design, resulting in UI redesign and wizard creation.

# ADDITIONAL RELEVANT EXPERIENCE

Contract Technical Writer, Innovare

Technical Writer, GA eXpress, Inc.

Independent Contractor Writer/Editor

# EDUCATION

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Bachelor of Science, Physical Therapy California State University, Long Beach

Certificate in Technical Writing California State University, Fullerton

# SKILLS SUMMARY

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| Windows and Mac OS | Microsoft Office | XMetaL + Vasont (CMS) |
| Adobe TechComm Suite | Dreamweaver | XML/HTML |
| FrameMaker | Acrobat | RoboHelp |
| Chm2web | WebWorks | Photoshop |
| SnagIt | Illustrator | Paint Shop Pro |
| Livelink (OpenText) ECM | CVS | Quality Center (HP ALM) |
| CollabNet/Subversion | SharePoint | ClearQuest |

Some experience with UNIX, Linux, and Visual Studio

# AWARDS

Received an award for an online Knowledge Base from the STC Southern California Competition for 2000-2001.

# PROFESSIONAL ORGANIZATIONS

Association for Computing Machinery (ACM)

Society for Technical Communication (STC), single sourcing and online help special interest groups