

To whom it may concern,

It is my pleasure to recommend Terri Webster in support of her application for the Senior Technical Writer position at Ciena. Terri comes with many years of experience as a Senior Technical Writer at Nokia. She is a superb Technical Communicator and actively stays abreast of STC and IEEE trends and standards.

I was delighted to bring Terri onboard my team in April 2022. Terri joined my team to lead the Customer Documentation for two Cybersecurity products: NetGuard Identity Access Manager and NetGuard Audit Compliance Manager. Upon joining my team Terri was ready and willing to learn new skills and tools, and she was keen on continuously improving her competencies. She grew and adapted to fast-changing project requirements and quickly became a valued team-player.

While serving in her role on my team, Terri demonstrated a high level of commitment and accountability, meeting the objectives set for her while ensuring timely deliveries. She engaged with cross-functional teams, including Product Line Managers, Product Security Managers, and R&D. She gathered and synthesized information from Subject Matter Experts and superbly created and/or maintained content for various guides, such as our Security Architecture Guide, Installation and Upgrade Guides, and Release Notes. When called upon, Terri also reviewed and edited various documents that R&D created for internal Care & Services teams.

As Team Lead, Terri meticulously planned and balanced her work as well as the work of her fellow teammates. She attended program meetings, kept teammates aware of ongoing churn, and ensured all features/faults impacting documentation were accounted for throughout release cycles. She partnered with writers and R&D on a continuous basis to assess documentation effort and sought to mitigate known risks. Terri reported Customer Documentation status to program members on a weekly basis, and with scope often changing up to the date of delivery, Terri took measures to help team members prioritize and reprioritize assignments based on moving targets.

Terri also streamlined some legacy project management practices by carrying out improvement initiatives we sought to optimize. In parallel, she reliably completed all assignments she's been given with high quality. As a senior writer and team lead, Terri is thorough, organized, and executed many important initiatives while she was on my team.

Please feel free to contact me at 972-898-8824 or lizakch@gmail.com if you have questions or would like me to further elaborate on Terri's talents and achievements.

Sincerely,

Elizabeth Wang
Technical Communication Manager
Nokia Cloud and Network Services