

Skills Summary

- 23 years (16 years freelance) writing and editing experience, including technical books and manuals, online help, one-on-one writing coaching, technical editing, marketing materials, and published essays
- Logical, task-oriented material organization, with concise, easy-to-follow procedures
- Meticulous attention to detail and ability to match voice and writing style to audience

Wiley Publishing, Spring 2006 – present (April 2007 publication)

Researched and wrote all new content for the forthcoming Dummies title *Microsoft Expression Web For Dummies*, a beginner's introduction to Microsoft Expression Web, professional Web design software. Analyzed the book's potential audience and reviewed other titles to determine proper scope. Supplemented software features coverage with basic CSS and HTML code knowledge and resources to help beginners get up to speed on current Web design best practices. Adapted writing voice to conversational Dummies style and used creative writing techniques and humor to illuminate technical topics. Delivered clean, high-quality writing and illustrations on time and worked closely with a team of project, copy, and technical editors.

Main Street Software, Inc. Tigard, Oregon (1992 – present)

Designed and wrote all end-user documentation and online help for *Boulevard*, a database software program for Mary Kay salespeople. Converted online help to RoboHelp and user guide to Adobe FrameMaker. Co-designed and created RoboDemo "movie tutorials" to showcase more complex tasks. *Boulevard* has enjoyed tremendous success (now in its fourteenth year), and much praise has been given to the online help and manual, which addresses a largely non-technical audience. Coordinated production of several *Boulevard* training videos on DVD, including structuring content and menus, co-writing voice-over script, overseeing video taping and editing, and coordinating production time-line. Wrote and edited various marketing materials for maximum impact, including letters, upgrade flyers, and Web content.

Flying Rhinoceros, Inc. Portland, OR (Fall 2000)

Developed and wrote user guide to help elementary school teachers learn to use a subscriber, Flash-based Web site that matched elementary school curriculum with nationwide state educational standards.

Integrity Computer Services, Inc. Oregon City, OR (Spring, 2000)

Wrote user guide to teach Web store owners how to add products to their sites, as well as manage guest books and customer correspondence. The written manual reduced support calls and training significantly.

Computer Aided Management, Inc. Petaluma, CA (1989 – 1992)

Designed and wrote all software manuals for high-end project management software program. Helped design graphical user interface for Windows-based software program. Supervised printing and design vendors on all aspects of new product release and wrote marketing collateral.

Echols & Pryor Technical Communications, Inc. San Francisco, CA (1985 – 1989)

Provided one-on-one writing coaching in person and via e-mail and fax to help clients improve business writing skills. Edited technical documents for consistency, accuracy, and readability. Clients included Bank of America, Apple Computer, Pacific Bell, and PG&E.

Tools Knowledge

RoboHelp, RoboDemo, Microsoft Office, HTML, CSS, Microsoft Expression Web, Adobe FrameMaker

Education

B.S. University of California, Berkeley, 1985, Political Economy and German. Study abroad in Greece and Germany.