

**Writing Experience:***Topics:*

- Technical
- Networking
- Medical
- Telecommunications
- Business
- Telemedicine

*Types of Documents:*

- User Guides
- Instructor Manuals
- Training Materials
- Cloud Based Learning Material
- Standard Operating Procedures (SOPs)
- Software Product Documentation (SPD)
- Regulation Requirements
- Internet sites
- Press Releases
- Emergency Response Procedures
- Proposals
- Presentations
- Marketing collateral
- Request for Proposal (RFP)

**Software Applications:**

Microsoft Office Super User: Word, PowerPoint, Outlook, Visio, FrontPage, Excel. User: Visual Basic, Corel PaintShopPro, AdobeProfessional, Quark Express, FrameMaker, RoboHelp, Arbortext Editor, XML, WordPress and Skype. Proficient in HTML.

**Major Work Experience:**

Companies: Occupational and Environmental Health Network, Raqia Networks, Digital/Compaq/HP, Techniscribe, Codman Research, R4 Telemedicine, Dun and Bradstreet  
 Job Titles: Documentation Specialist, (Senior and Principal) Technical Writer, Author (two books), Information Designer

**Education**

Clark University –Technical Writing Graduate Certification  
 University of Massachusetts (Dartmouth) - BA Psychology  
 Numerous additional courses, including those in writing, training and computer sciences.

**Website:**

<http://www.MindfulDocumentation.us>

**Professional Experience:**

- 2005 - **Writer / Editor, Occupational and Environmental Health Network (OEHN)**  
 2013 Wrote and edited the following documents for Occupational Health, BioSafety and Business topics: Proposals, Presentations, Emergency Response Procedures, Standard Operating Procedures, Bi-Monthly Email Newsletter, Press Releases, Blogs, RFPs and Marketing Collateral. Designed and edited web site ([www.OEHN.net](http://www.OEHN.net)). Client sample for whom I wrote material: Harvard HMS, NEPRC and HSPH, Boston University, ACOEM, Dana Farber, Boston Scientific, and Covidien.
- 2001 – **Writer / Independent Author**  
 2010 Wrote, self published self published two books. During this time, I also worked the following part time jobs: Medical Transcriptionist for Arc Transcript; Freelance Writer for American Energy Systems; Tax Preparer for H&R Block; Adult Education Instructor for Acton-Boxborough; Web Site Creator for MBAmster and Associates (Ergonomics), and Dr. Robert Mulllaly (Forensic Psychologist).
- 3/01 – **Technical Writer, Raqia Networks**  
 9/01 At this start-up company, which creates a regular expression coprocessor that enables high performance web switching and security, I designed a FrameMaker template, converted a 100 page data sheet/specification from MSWord to FrameMaker, edited and imported Visio drawing diagrams, re-wrote/re-organized information. In essence, I took a document from MSWord to FrameMaker and made it more user friendly.

1993 - 1998 **Principal Technical Writer/Information Designer: *Digital (DEC); Compaq; Hewlett Packard (HP)***

2000 - 2001 *Storage Networks* - Solely responsible for creating 18 installation, reference (150+ pages) and administration guides. Using FrameMakers' conditionalized text feature, I worked with only two source files (one for each controller) to create 18 guides (for 9 operating systems) in seven months. Created another set of three installation and reference guides for HP's Secure Path product. Also responsible for project tracking, scheduling creating and updating documentation plans. Created Application Notes to accompany all manuals.

*StorageWorks for Windows NT Clusters* - Created Electronic Learning Module (ELM) using RoboHelp to train sales personnel about this high-end storage product. Described product for Windows NT, Alpha and Prioris platforms.

*Advanced Management Toolkit*. Using MSWord and MSPowerPoint created a generic Management toolkit that sales personnel used to create presentations to customers.

*Sales Management and Reporting Software Tool*. Using MSWord created an Adhoc and Management Reporting User's Guide, and Policies and Procedures Handbook. Created training on these topics using MSPowerPoint.

*DECimage Enterprise*. DECimage Enterprise consists of data imaging software and a network datamining tool. As sole writer in this development group, performed a variety of writing, designing, and graphic tasks using MSWord, MSPowerPoint, RoboHelp, Paint Shop Pro and HotDogPro. Created System Administrator's Guide, API, Sales Update Articles, Internet sites, on-line help, training manuals, articles for Digital journals and newspapers.

*Digital Consulting Re-engineering*. As part of team, designed and wrote a Reference Manual, an Implementation Training Guide, and an Instructor's Guide using MSWord and MSPowerPoint. I created and included graphics and Excel tables in these documents which trained Top Level Managers through Field Personnel. Other responsibilities on this project included: mentoring others in Microsoft applications; creating templates; editing other's documents. Received the "It Begins with You Award" for team excellence.

\*On all projects created and adhered to schedules.

10/98 –  
11/00

**Sr. Technical Writer, Techniscribe Inc.** Through Techniscribe Inc. I was the writer on the following projects, oftentimes working them concurrently:

*Dirig Software*: Solely responsible for developing Installation and User Guide (200+ pages) for Network Management Application tool. Manuals were directed to both the Unix and Windows NT network administrators. Documents were written using FrameMaker. Created graphics using Visio Standard and Paint Shop Pro.

*Braxtel Communications*: Using FrameMaker designed template and developed two User Guides (200+ pages) for a contact center telecommunications tool. Manuals were directed to the end user. Created graphics using Visio Standard, Paint Shop Pro and Adobe Illustrator. Created and adhered to strict schedules.

*Hitachi*: As part of a team, wrote Server Add-In Methods for an internet based shopping mall. Manual was written from Java and CORBA IDL's using FrameMaker. Used ClearCase software to review and enter document bug fixes. Created Visio graphs and imported screen shots. Wrote a macro to efficiently convert files from MSWord to FrameMaker.

*Foxboro/Invensys*: Participated in a team effort to create a Programmer's User's Guide and on-line help system for a UNIX-based Intelligent Automation (I/A) decision support system. User's Guide was created in FrameMaker and on-line help system was created using RoboHelp. Created Risk Management document.

Performed a major update on a 400 page computer aided engineering programmer's guide for a Windows-based system that fully-automated development of Control Processor databases.

Participated first in a team effort and then as a project leader to create a manual and on-line help system for a Windows based utility for examining the execution of Foxboro Control Language (FCL) blocks and viewing the real-time values of FCL block parameters for the purpose of diagnostic testing. Created the User Manual in Frame Maker and the on-line help in RoboHelp. Created Quality assurance enhancement request reports.

#### **Additional**

Advertising Manager for Society of Documentation Professionals (SDP), SDP Speaker: Topics include *Contract Working* and *Being the Sole Writer*, Volunteer at Concord Food Kitchen (9 years).