

Recent Professional Experience

The Walt Disney Company (Technology Solutions and Services) ***March 2007 – Present***
Seattle, WA ***Sr. Technical Writer***

- Developing content solutions, creating SharePoint sites, and performing role of content curator.
- Creating community online Help environments and content strategies, exploring new ways of delivering interactive content via social business technologies and Web 2.0 content initiatives.
- Developing process workflows, flowcharts, procedures, and business improvement initiatives.
- Constructing content storyboards and curriculum material for training collateral and deliverables.
- Gathering metrics for online Help traffic and providing feedback and critical analysis.

Writing Consultant/Independent Contractor ***Sep 2005 – Dec 2006***
Auckland, New Zealand ***Freelance Writer***

Waitakere City Council (Mar 2006 – Oct 2006)

- Developed online end-user system and process documentation for large software implementation.
- Analyzed processes, established end user standards, and documented system documentation.

Right Hemisphere Ltd. (Sep 2005 – Mar 2006)

- Developed online Help and end user documentation for company product lines and deliverables.
- Prepared and maintained product summaries, getting started guides, and training material.

Writing Consultant/Independent Contractor ***Nov 2002 – Aug 2005***
Seattle, WA ***Freelance Writer/Editor***

Boeing Corporation (Sep 2004 – Aug 2005)

- Developed requirements, processes, and content for 787 program documentation and internal Web sites.
- Developed content, layout, and overall vision for several group and department SharePoint team sites.

Ascentium Corporation (Mar 2004 – Sep 2004)

- Developed technical and marketing collateral, including case studies and other competitive material.
- Wrote and edited online and written content, covering portals technology and Web content management.
- Performed research and conducted interviews worldwide regarding SharePoint Products and Technologies.

Independent Contractor (Nov 2002 – Feb 2004)

- Created and developed product documentation and online Help for a medical imaging and device company.
- Created multi-part User Guide for a industry-leading scientific development and manufacturing company.
- Developed FDA-mandated User Manual for a pharmaceutical research and development laboratory.
- Edited the *Microsoft Computer Dictionary—6th Edition* (sections M-Z) per the *Microsoft Style Guide*.

xSides Corporation ***May 2000 – Oct 2002***
Seattle, WA ***Lead Technical Writer***

- Researched, wrote, and edited company manuals, project-specific documents, and white papers.
- Developed end user documentation, including: tutorials, quick start guides, and online help.
- Developed and edited content for company Web site and xSides Developer Zone.
- Wrote, edited, and provided support for marketing materials, including: product summaries, storyboards for flash demos, press releases, company Style Guide and document templates.
- Reviewed and managed company documentation projects, ensuring editorial and technical accuracy.
- Supervised other writers, providing direction and scheduling of all projects and milestones.

Microsoft Corporation & Microsoft Press (contract) ***Apr 1999 – Mar 2000***
Redmond, Washington ***Technical Writer***

- Developed content for Microsoft Windows Web sites, including articles and features for Windows users.
- Worked with marketing teams to develop content plans and write product overviews.
- Wrote procedural and creative content (including voice-over narration scripts) for interactive CD-ROM.

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Mid - Career

Aug 1993 – Mar 1999

Boeing Corporation (May 1997 – Mar 1999)

Seattle, WA — Technical Writer

- Developed and maintained software documentation for aircraft test equipment and FAA compliance.
- Maintained a Web-based User Guide (with instructional animated GIFs).

Wordware Pty Ltd (Feb 1996 – Mar 1997)

Melbourne, Australia — Documentation Analyst/Writer

- Worked as a documentation consultant on a spectrum of projects for business and government.
- Developed and prepared documentation in accordance with AS/NZS ISO 9001.

Aeronautical & Maritime Research Laboratory (Aug 1994 – Dec 1995)

Melbourne, Australia — Technical Writer

- Wrote and maintained the program's user manuals, work instructions, and internal procedures.
- Constructed a series of operation and maintenance manuals.

Compac Industries (Aug 1993 – Jul 1994)

Auckland, New Zealand — Technical Writer

- Developed and maintained service manuals, procedures, and other company documentation.
- Coordinated document changes and maintained database of documentation and change proposals.

Early Career

Sep 1984 – Aug 1993

Teledyne Ryan Aeronautical (Oct 1992 – Aug 1993)

San Diego, CA — Senior Configuration Management Specialist

- Wrote and submitted change proposals in accordance with government/contractual requirements.
- Administered the Configuration Control Board, preparing action item reports and program directives.

Personal Travel/Self-employed (Sep 1990 – Sep 1992)

Europe/Asia — Freelance Writer/Teacher

- Taught English and Creative Writing at the K. Chong English Institute in Hong Kong.
- Did freelance writing while traveling throughout Europe and Asia. Developed story and film projects.
- Wrote journalistic essays and compositions on social and political issues in Hong Kong.

McDonnell Douglas Corporation (Mar 1987 – Sep 1990)

Long Beach, CA — Senior Configuration Management Specialist

- Coordinated engineering changes for the Configuration Control Board (CCB).
- Performed configuration and contractual audits on program's domestic and European subcontractors.

General Dynamics Corporation (Sep 1984 – Mar 1987)

San Diego, CA — Specification Analyst

- Prepared and submitted proposals and contractual documentation per DOD-STD-480 and MIL-STD-483.
- Prepared and maintained contract and subcontract component specifications per MIL-STD-490.

Computer Skills

- Microsoft SharePoint Portal Server
- Microsoft Office suite (including Visio)
- HTML coding
- Adobe Technical Communication Suite 3.0
- Help Authoring — RoboHelp 9.0
- Help Authoring — AuthorIT and XDK
- Microsoft HTML Help Workshop
- Snagit (TechSmith)

Organizations

- Society of Technical Communication (STC)
- Writers Guild of America, West

Education

Kent State University
Kent, Ohio (1980 - 1984)
Bachelor of Science — Engineering Technology
Minor: Creative Writing

University of California at Los Angeles (UCLA)
Los Angeles, California (1987 - 1988)
Creative Writing and Screenwriting