

## Recent Professional Experience

**Walt Disney Internet Group (WDIG)**  
**Seattle, WA**

**March 2007 – Present**  
**Sr. Technical Writer**

- Developing content, layout, and collaboration concepts and resources for SharePoint team sites.
- Creating and developing end user documentation for software application tools and technology.
- Developing process workflows, flowcharts, procedures, and business improvement initiatives.

**Writing Consultant/Independent Contractor**  
**Auckland, New Zealand**

**Sep 2005 – Dec 2006**  
**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**  
**Seattle, WA**

**Nov 2002 – Aug 2005**  
**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—6<sup>th</sup> Edition* (sections M-Z) per the *Microsoft Style Guide*.

**xSides Corporation**  
**Seattle, WA**

**May 2000 – Oct 2002**  
**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: company partner manual, product summaries, storyboards for flash demos, press releases, and other marketing collateral.
- Developed 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)**  
**Redmond, Washington**

**Apr 1999 – Mar 2000**  
**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.

## 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
- Microsoft Windows 9.x/Me/2000/XP
- Adobe Acrobat
- Adobe PhotoShop
- Help Authoring — AuthorIT and XDK
- Microsoft HTML Help Workshop

## Education

### **Kent State University**

Kent, Ohio (1980 - 1984)

Bachelor of Science — Engineering Technology

Minor: Creative Writing

Special Training — Private Pilot License

### **University of California at Los Angeles (UCLA)**

Los Angeles, California (1987 - 1988)

Creative Writing and Screenwriting