TECHNICAL WRITER

- Strong record of delivering accurate, user-centered documentation on time and under budget.
- Grasp technical information quickly and communicate complex ideas clearly and concisely.
- Create accurate documentation utilizing skilled interfacing with cross-functional teams.

TECHNICAL/SOFTWARE EXPERTISE

Applications: Arbortext Publishing Software, Adobe Acrobat, ClearQuest, Dreamweaver, Excel, FrameMaker, Microsoft Word, Visio, Perforce, PowerPoint, PhotoShop
Online Help: RoboHelp, WebWorks
Operating Systems: Microsoft Windows (98,2000,NT), UNIX, Solaris

PROFESSIONAL EXPERIENCE

Oracle Corp., Redwood Shores, California   **2004-Current**
Senior Technical Writer

Created documentation for Oracle Trade Management, a comprehensive solution for B2B industries designed to streamline and improve trade management processes across the entire trade management demand chain.

- Wrote installation guide explaining how to use Oracle Trade Management including how to set user profiles and use the graphical user interface (GUI). Converted document to XML using Arbortext.
- Wrote training course explaining how to use Trade Management tools to plan, execute, and monitor sales activities.

Commerce One Inc., Cupertino, California   **1999-2003**
Senior Technical Writer

Created documentation for three (3) major releases of a B-to-B Internet commerce portal that created a dynamic electronic trading community. Wrote installation guide for a Web services-based platform that connected applications, suppliers, and customers into a supply network enabling real-time, secure information exchange. Created online help systems using WebWorks.

- Wrote installation guides explaining how to install and configure product components including portal router, registry, database server, Sonic MQ broker, and security.
- Created migration guide describing how to easily upgrade to a new version of MarketSite.
- Documented procedures for installing Topology Manager, a GUI-based tool used to plan and implement physical and communication details.
- Designed online help for Topology Manager and Management Console, two GUI-based components in Conductor.

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Adaptec Corporation, Milpitas, California   **1998-1999**
Senior Technical Writer
Created a user's guide explaining how to configure and manage networked servers. Created online help for SoundStream, a product used to make audio CDs from a variety of digital sources.

- Wrote Adaptec CI/O Management Software User's Guide explaining how to manage and monitor the status of SCSI devices, arrays, and other components running on a network.

Oracle Corporation, Redwood Shores, California   **1996–1997**
Senior Technical Writer

Lead technical writer for Consumer Packaged Goods (CPG) software product. Interfaced with developers and QA engineers to create accurate and easy-to-use installation procedures.

- Wrote Oracle CPG Implementation Manual describing how to implement four (4) integrated business processes for consumer packaged goods industry.
- Researched and wrote CPG integration points explaining how CPG transparently shares data with Oracle Financials for full enterprise and supply chain integration.

Amdahl Corporation, Sunnyvale, California   **1990-1995**
Senior Technical Writer

- Led project for UTS/OSI X.400 Electronic Mail System documentation set including an X.400 User Interface Guide on UNIX platform.
- Wrote UTS/OSI Network Administration Guide explaining how to configure and manage UNIX network applications.

RELATED EXPERIENCE

School Psychologist
Experience providing psycho-educational testing to determine education eligibility in public school systems in Massachusetts. Licensed School Psychologist.

- Evaluated and tested students for placement in special programs. Interpreted tests and wrote reports for presentation to Evaluation and Planning Team.
- Led team meetings and acted as liaison with community agencies. Consulted with students, staff and parents to ensure appropriate public education as mandated by federal law.

EDUCATION/TRAINING

M.B.A., Business Administration, Bentley College, Waltham, Massachusetts
M.A., Education/Psychology, Catholic University of America, Washington, D.C.
B.A., Education, University of Dayton, Dayton, Ohio

HTML, UNIX, Networking, and **Security** courses at UCSC Extension, Santa Clara, California