

[REDACTED]

( [REDACTED] ) [REDACTED] - [REDACTED]

[REDACTED]@[REDACTED]

www.linkedin.com/in/[REDACTED]

## TECHNICAL WRITER

Experienced senior technical writer with extensive experience in Silicon Valley companies creating technical documentation for a variety of software products. Strong skills using structured XML (DITA) authoring tools and migrating projects from Adobe FrameMaker. Experience interfacing and collaborating with cross-functional teams including developers, QA, and global support. Quickly grasp technical information and communicate complex ideas clearly and concisely. Strong people skills and adept in problem solving and adapting to change while maintaining high standards of teamwork.

**Applications:** XMetaL, Arbortext Epic XML Publishing Software, Trisoft CMS, MadCap Flare, Adobe Acrobat, WIKI, Atlassian Confluence, Apache Subversion (SVN), Microsoft SharePoint, Microsoft PowerPoint, Visio, Dreamweaver, Excel, FrameMaker, Perforce, Photoshop, Snagit, HyperSnap

**Online Help:** RoboHelp, WebWorks

**Operating Systems:** Microsoft Windows, UNIX, Solaris

## PROFESSIONAL EXPERIENCE

**Oracle Corp., Redwood Shores, California**  
**Curriculum Development Writer (Contract)**

**2015-Current**

Developed and revised curriculum training for Fusion Financial Applications. Improved course material by incorporating feedback from instructors and editors.

**Independent Contractor**  
**Senior Technical Writer**

**2013-2014**

Short term work with Hitachi, Cisco, and FrontRange. Wrote and edited existing or new product manuals. Worked closely with development, QA, product support and other cross-functional teams to ensure technical accuracy in the manuals. Wrote documentation including user guides and online help for Hitachi Data Systems products. Created and designed task-oriented online help systems. Negotiated with Japanese Engineering team on documentation priorities and deliverables.

**NetApp, Sunnyvale, California**  
**Senior Technical Writer**

**2008-2013**

Wrote installation guides and release notes for the NetApp Data ONTAP® operating system describing various technical topics resulting in comprehensive documentation clearly explaining complex information for technical and novice audiences.

- Wrote Data ONTAP Software Setup Guide explaining how to prepare, set up, and configure a cluster using the Cluster Setup wizard.
- Wrote and migrated numerous release note projects to structured XML (DITA) using XML authoring tools enabling customers to easily find key topics. Reviewed functional and

architectural specs and interviewed subject matter experts (SMEs).

- Led project for NetApp Data ONTAP releases and led the writing team through the project stages for a successful release. Designed and wrote description and download pages used for downloading software from the NetApp website.
- Interviewed, trained, and supervised contractors resulting in successful deliverables in a timely manner.

**Oracle Corp., Redwood Shores, California**  
**Senior Technical Writer**

**2004-2008**

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 XML Publishing software.
- Wrote training course on how to use Trade Management tools for planning, executing, and monitoring sales activities.

**Commerce One Inc., Cupertino, California**  
**Senior Technical Writer**

**1999-2003**

Created documentation for three (3) major releases of a B2B 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.

- Created migration guide describing how to easily upgrade to a new version of MarketSite.
- Designed online help for Topology Manager, a GUI-based tool used to plan and implement physical and communication details.

**EDUCATION**

**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

**PROFESSIONAL CERTIFICATIONS**

**ABA Paralegal Certificate** (May, 2014), West Valley College, Saratoga California  
Concentration in patent writing and editing using investigative writing skills.

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