

Experienced technical communicator with a deep understanding of language and communication. Able to write for a wide range of audiences, and to perform developmental editing. Can design documents and document suites, and advise on the most effective channels to use to get information across. Skilled at making complex information understandable. I am an educator and a public speaker.

I have fifteen years' experience as a technical writer and editor, and a master's degree in Linguistics. I have formal training as an editor. I have a strong layman's grasp of the sciences.



Communication Design

- Converted the production of technical documents for a large wireless communication company from Microsoft Word to Adobe FrameMaker. Designed new templates for the documents, using document design techniques shown by research to be effective. Revised and simplified the documentation suite, so that fewer individual documents were needed for each new software release. This change allowed the documentation team to produce higher-quality documents in less time.
- Designed, developed, and delivered a presentation about communication design for business and academic audiences. One audience member's comment: "My communication with the audience has improved significantly and I am much more aware of how well I am utilizing the information channels available to me."
- Presented a paper about writing more effective jury instructions in death penalty cases to the biannual conference of the International Association of Forensic Linguists. I see this as a technical communication issue with literally life-and-death consequences. The paper on which I based the presentation includes my much clearer rewriting of the instruction for determining if the death penalty is appropriate.
- Wrote and delivered (multiple times) a presentation explaining the basic concepts of forensic linguistic analysis to non-specialist audiences, using evidence from real-life crimes as examples. The presentation includes lots of audience participation, and is always well received.

Writing for Technical Audiences

- Installation guides, system administration guides and related documents for a global wireless telephone company. Subject matter experts were software developers. The audiences were system administrators and similar technical roles in multiple countries around the world.
- System administrator manual and supplementary documentation for storage server designed for Fibre Channel networks. The product being documented included both hardware and software components.
- Hardware and software installation manuals for a large server rollout project. The documents covered everything from installing power cables under the raised floor of a data center, to building the racks to final application installation on the installed servers. The manuals had to be written for possibly inexperienced installers, because of the large number of technicians needed by the system integration firm.
- Designed, developed, and delivered an introductory class on Adobe FrameMaker, an authoring and publishing application, aimed at microchip application programmers. This class was originally created for technical writers.

Writing for Non-technical Audiences

- Disaster recovery and business continuation plan for wireless network company. This involved identifying issues company management didn't know existed.
- System security: management handbook, educational brochures, newsletter, intranet site for a telecommunications company.
- Software end-user documentation: user guides and on-line help.
- Profiles and other articles for a university alumni magazine.

Teaching/Training

- Presentation about potential costs to businesses of poor or missing technical documentation. Delivered to Society for Technical Communication: Berkeley chapter, October 2012, Silicon Valley chapter March 2013.
- Created and delivered 1.5-hour continuing legal education class about forensic linguistics. ("Forensic Linguistics: Law and the Science of Language.") Alameda County Law Library July 2012, San Francisco Bar Association October 2012. Scheduled to repeat at the Alameda County Bar Association in July 2013.
- Taught an introductory class in linguistics at the college level. Main topics covered were morphology, syntax, semantics, language acquisition, pidgins and creoles, and dialects. One class period devoted to forensic linguistics. Holy Names University, 2012.
- Trained microchip engineers and technical writers familiar with Microsoft Word on the use of Adobe FrameMaker. Synaptics, Inc., 2011.
- Created and delivered one-hour presentation about communication skills. Society for Technical Communication. Twice in 2011: Berkeley chapter and Silicon Valley chapter.
- Designed, developed, and delivered a half-day introductory class in Adobe FrameMaker, aimed at technical writers. Society for Technical Communication, Berkeley chapter, 2005.
- Literacy tutor for adults. Oakland Public Library's Second Start program, 1987–1988.

Computer Skills

- Word processing/page layout: Microsoft Word, Adobe FrameMaker.
- Other applications: RoboHelp, Visio, Excel.
- Operating systems: Windows, OS X, UNIX.
- Familiar with networking concepts, Web services, XML, wireless technology.
- Trained in computer programming, familiar with object-oriented concepts and scripting languages. Comfortable interviewing software engineers.

EMPLOYMENT HISTORY

Holy Names University, Oakland, CA	2012
Adjunct instructor in Linguistics, teaching an introductory class for undergraduates.	
Independent Contractor: Technical writer and editor. Clients included Genentech, Pacific Gas and Electric, Siebel Systems, Aeris Communications.	2005–present
Vodafone Americas, Walnut Creek, CA	2002–2005
Senior technical writer/editor. Wrote installation and configuration guides, reference materials, and other documentation for a wireless phone portal. Acted as documentation lead. Created standard documentation templates, wrote department's first documentation plan.	

Independent Contractor: Writing/Editing/Desktop Publishing.
Clients included Apple Computer, Genentech, Kaiser Permanente.

1993–2002

PROFESSIONAL ACTIVITIES

Associate Fellow, Society for Technical Communication (STC), 2011. This honor is limited to 2 percent of Society membership.

Judge, International Summit Awards, a technical communication competition sponsored by STC. 2013.

President, Berkeley chapter, Society for Technical Communication (STC). Three one-year terms ending in 2006. Fourth term began Jan. 2013.

Chairman, Publications Committee, regional professional conference.

Judge, International Technical Art Competition (4 years), local technical communication competitions.

Member of: Society for Technical Communication, Northern California Science Writers' Association, Linguistic Society of America, International Association of Forensic Linguists, American Dialect Society.

EDUCATION

M.A., Linguistics (with a concentration in Language and Communication), Georgetown University, Washington, D.C. I am the only person ever to complete this program in only two semesters.

B.A., Humanities (Communications minor), Holy Names College, Oakland, CA. *Magna cum laude*.

Certificate in Forensic Linguistics, Hofstra University, Hempstead, NY.

“Presenting Data and Information,” one-day course taught by Edward Tufte. Addressed the most effective ways of getting information across to an audience visually.

Class in documenting APIs, class in writing Java code, UC Berkeley Extension.

Classes in copyediting and developmental editing, UC Berkeley Extension and Society for Technical Communication.

Certificate in Computer Programming, Institute of Computer Management, Cleveland, OH.