

Technical writer and editor 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 also an educator and a public speaker.

Communication Design

- Taught “Visual Rhetoric and Document Design” at San Francisco State University, 2014. Covered the use of fonts, colors, visual hierarchies, and other elements used in document design. The class is part of the Bachelor’s degree program in Technical and Professional Writing.
- Designed, developed, and delivered a presentation titled “A Quick Intro to Document Design.” Delivered to the Berkeley chapter of the Society for Technical Communication.
- 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. (Audiences: Georgetown University, two chapters of the Society for Technical Communication.) Adapted as an article for *Intercom*, the member magazine of the Society for Technical Communication. (Details under “Teaching/Training, below.)

Writing for Technical Audiences

- Instructions for data scientists working on artificial intelligence projects.
- Programmer’s guides and other technical documents for a company that makes software for embedded systems, the microchips that work “in the background” in all kinds of devices.
- 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.
- System administrator manuals for several different companies.

Writing for Non-technical Audiences

- Explained the role of a technical writer in an artificial intelligence context. Article in “AIES Musings,” an internal newsletter at Wells Fargo Bank.
- Helped to document revised business processes when a large biotech company streamlined the way it produced drug product for phase I trials.
- 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.
- Teacher and alumni profiles and other articles for a university alumni magazine.

Teaching/Training

- “Evaluating (and Improving) Your Technical Documentation: Save Money, Reduce Risk.” Presentation that introduced a concept from linguistics (Gricean maxims) into technical writing, as a

tool to make sure that technical documents are doing the job they should be doing. Society for Technical Communication, Berkeley chapter. December 2018.

- “Visual Rhetoric and Document Design,” described above.
- “Clarity Above All: Writing to be Understood.” An explanation for writers about techniques to improve comprehensibility. Society for Technical Communication, Berkeley chapter, April 2016.
- “Unhappy Customers are Just the Beginning.” Presentation about potential costs to businesses of poor or missing technical documentation. Delivered to Society for Technical Communication: Berkeley chapter, October 2012, Silicon Valley "
- “Managing Multiple Information Channels: Strategies for Effective Presentations.” An explanation of the strengths and weaknesses of the tools available to a speaker: voice, projected slides, paper handouts, etc., and how to use each to best advantage. Georgetown University Linguistics Department, March 2009; Society for Technical Communication, Berkeley chapter, July 2011; Society for Technical Communication, Silicon Valley chapter, September 2011.
- Trained microchip engineers and technical writers familiar with Microsoft Word on the use of Adobe FrameMaker. Synaptics, Inc., 2011.

Software

- Word processing/page layout: Microsoft Word, Adobe FrameMaker, Adobe InDesign.
- Single sourcing: oXygen, DITA CMS.
- Other applications: Excel, Visio.
- Familiar with networking concepts, Web services, XML, embedded systems, wireless technology, electrical utilities.
- Trained in computer programming. Comfortable interviewing software engineers.

EMPLOYMENT HISTORY

Wells Fargo (on contract) Senior technical writer. Writing for data scientists and software developers working on artificial intelligence applications.	6/2018–3/2019
Independent Contractor: Technical writer and editor. Clients included Wind River Systems, Genentech, Pacific Gas and Electric, Smart Wires, Inc.	2005–present
San Francisco State University Lecturer in the Technical and Professional Writing program. Taught a class in visual rhetoric and document design.	2014
Holy Names University, Oakland, CA Adjunct instructor in Linguistics, teaching an introductory class for undergraduates.	2012
Vodafone Americas, Walnut Creek, CA 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.	2002–2005

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*.

Two certificates in Forensic Linguistics, Hofstra University, Hempstead, NY. 2008 and 2014.

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

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

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