

Summary

I'm a senior-level technical writer with extensive experience creating print and online documentation for a variety of high-tech products (both hardware and software). I'm highly skilled with Microsoft Word and have developed numerous templates with VBA/macro document automation. I also have experience as an editor, web developer, graphic designer and I'm also an expert desktop publisher, able to work with any desktop publishing package. I don't need much, if any, handholding. Some writers need a programmer or engineer to sit down with them and guide them through the process or write the first draft, but I have enough background and experience to just go ahead and do it myself. Give me the product, I'll write the documentation.

Functions and specialties

- Documentation
- Technical writing
- Custom Microsoft Word templates
- Desktop publishing
- Technical editing
- Graphic design
- Online help
- Website design
- GUI design/usability

Professional experience

Technical Writer 5/2015 – present Mastech

- Full-time telecommute. Created online help and quick reference guides for Houghton Mifflin Harcourt (Boston, Massachusetts) using Adobe RoboHelp, Adobe Acrobat Professional, Paint Shop Pro, and Microsoft Word..
- Participated in Agile daily standup meetings.
- Project designer and lead for a Jira project for HMH Player documentation.

Technical Writer 11/2014 – 1/2015 Fahrenheit IT

- Full-time telecommute. Revised and maintained internal policies and procedures for WellPoint/Anthem (Indianapolis, Indiana) using Microsoft Word, Microsoft Excel, Microsoft SharePoint.
- SharePoint administrator for internal SharePoint site.

Technical Writer 5/2014 – 8/2014 Hi-Tech Solutions

- Documented anti-money laundering processes for BMO Harris Bank (Milwaukee, Wisconsin) using Microsoft Word, Microsoft Excel, Microsoft SharePoint.
- Created and maintained Microsoft Word template for AML documents.

Instructional Designer/Technical Writer 1/2014 – 3/2014 ProSoft

- Entirely telecommute. Updated, edited, and recreated training documents for Northwestern Mutual Insurance (Franklin, Wisconsin) using Microsoft Word.

Lead Technical Writer 11/2012 – 5/2013 Bard na nGlean

- Full-time telecommute. Created and updated user manuals for Cisco Systems Intelligent Automation for Cloud using Adobe FrameMaker, Paint Shop Pro, Adobe Acrobat, and Microsoft SharePoint.
- Published content to cisco.com using Documentum Web Publisher.
- Accessed agile user stories and tasks using Rally.
- Participated in daily standups using Cisco WebEx Connect and Cisco Jabber.
- Created Microsoft Word template using Microsoft Word for developer-owned content.

Editor/Technical Writer 6/2010 – 8/2010, 4/2011 – 8/2011, 11/2012 – 12/2012, 4/2013 – 5/2013 Artech

- Full-time telecommute. Created and updated user manual for Abbott Laboratories (Abbott Park, Illinois) EIDM internal user management application using Microsoft Word, Paint Shop Pro, Adobe Acrobat, and Microsoft SharePoint.
- Created quick reference.
- Updated HTML templates for EIDM customer messages
- Created web-based help with RoboHelp.

Technical writer 10/2011 – 7/2012 Accord Group

- Revised and edited developer documentation (Firmware Design Document and others) for clients of Garrett Technologies (Northbrook, Illinois) using Microsoft Word, Visio, and Adobe Acrobat.
- Extracted content from source code as well as output from Doxygen and other developer tools.
- Created custom Microsoft Word templates for client use.

Editor/Technical Writer **8/2010 – 4/2011** **Artech**

- Full-time telecommute. Revised user manual and online help for Abbott Medical Optics (Santa Ana, California) WhiteStar Signature Phacoemulsification System using Adobe Technical Communication Suite, single-sourcing online web help from the structured FrameMaker operator's manual (with XML and DITA) via RoboHelp.
- Created and managed SVRs with MKS Integrity

Business Analyst/Technical Writer **8/2009 – 11/2009** **Mullins and Associates**

- Created content prep documents (wireframes) for Abbott Laboratories (Abbott Park, Illinois) myHR portal using Microsoft Word.
- Created and maintained site map spreadsheets using Microsoft Excel.
- Loaded and configured myHR portal content using SAP NetWeaver Visual Composer and SharePoint.
- Created content loading training presentation using Microsoft PowerPoint and Paint Shop Pro.

Consulting Technical Writer/Editor **10/1999 – present** **Mike Starr, Writer**

- Created print and online documentation using Microsoft Word, Paint Shop Pro, Visio, Adobe Acrobat and Doc-to-Help for a manufacturer of clocks that feature enterprise-wide synchronization.
- Created Microsoft Word template files with document automation functionality for a major banking company and a travel services company.
- Created print and online documentation using Microsoft Word, Paint Shop Pro, Visio, Adobe Acrobat and RoboHelp for new consumer software products for a manufacturer of wireless communication equipment and software.
- Edited investment analyst reports for a prominent financial analyst company.
- Created updated versions of Microsoft Word template files with extensive document automation functionality for a major travel-industry company.
- Created printed and online documentation with Microsoft Word, Adobe Acrobat and ForeHelp for a systems integrator/software company.
- Created print and online documentation using Microsoft Word, Adobe Acrobat and ForeHelp for new consumer software products for two different software companies.
- Served as technical editor of translated documents for New York-based translation company.
- Assisted in the redesign of several sections of the printed catalog for a large biotech company (resulted in substantial savings in printing costs).
- Created online documentation using RoboHelp for content management system for an educational publisher.
- Created websites for several small companies and two non-profit associations (pro-bono).

Business Analyst/Technical Writer **7/2008 – 4/2009** **Alliance Consulting**

- Documented accounting procedures for Legion Insurance (Milwaukee, Wisconsin) using Microsoft Word, Paint Shop Pro, Adobe Acrobat Professional, Adobe Captivate, and Visio.
- Designed and implemented documentation templates.

Technical Writer **12/2007 – 3/2008** **New Resources Consulting**

- Created print and online documentation for the Inflection Point Solutions (Milwaukee, Wisconsin) PIMS (Pretreatment Information Management System) using Microsoft Word, Paint Shop Pro, Adobe Acrobat Professional, Doc-To-Help, Bugzilla, and Visio.
- Revised and updated a series of PIMS training courses.
- Designed and implemented documentation templates.

Business Analyst/Technical Writer **6/2007 – 10/2007** **Connection Strategies Enterprises, Inc. (CSEI)**

- Created print and online documentation for the FedEx SmartPost (New Berlin, Wisconsin) sortation reengineering project in a .NET and Citrix environment using Microsoft Word, Paint Shop Pro, Adobe Acrobat, Doc-To-Help, SourceForge, and Visio.
- Designed and implemented documentation templates.

Technical Writer **6/2006 – 6/2007** **Connection Strategies Enterprises, Inc. (CSEI)**

- Created print and online documentation for WAREsystems (Sturtevant, Wisconsin) using Microsoft Word, Microsoft Visual FoxPro, Paint Shop Pro, Adobe Acrobat, Adobe Illustrator, Visio and RoboHelp.
- Designed and implemented documentation templates.
- Redesigned several key GUI elements for the Pumpware product suite using Microsoft Visual FoxPro.
- Assisted in the design of GUI elements for implementation of GPS tracking features.

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| Technical Writer | 2/2006 – 5/2006 | Manpower Professional |
| <ul style="list-style-type: none">• Wrote and updated software and hardware documentation for Honeywell HomMed LLC (Brookfield, Wisconsin) using Adobe Acrobat, Adobe Photoshop, Paint Shop Pro, Microsoft Word, Visio.• Served as a member of the RFP and RFI team developing proposals and information responses.• Created Engineering Change Notices (ECNs) for the release of new parts and bills of material (BOM).• Established documentation standards and style guidelines including development of Microsoft Word templates. | | |
| Technical Writer | 5/2005 – 8/2005 | TEK Systems |
| <ul style="list-style-type: none">• Updated SAP process documentation flowcharts and Business Process Narratives for S.C. Johnson Corporation (Racine, Wisconsin) using Microsoft Word, Paint Shop Pro, RoboHelp HTML, Adobe Acrobat and Visio.• Received Administrator training for Microsoft SharePoint. | | |
| Technical Writer | 3/2005 – 5/2005 | Technisource |
| <ul style="list-style-type: none">• Wrote and edited software development requirements documentation for Shure Corporation (Niles, Illinois) using Microsoft Word, Paint Shop Pro, Test Director, Visio and CaliberRM. | | |
| Technical Writer | 10/2004 – 2/2005 | MAKE Corporation |
| <ul style="list-style-type: none">• Wrote and edited software development documentation including requirements, architecture and testing for Volkswagen Credit (Libertyville, Illinois) using Microsoft Word, Paint Shop Pro, Test Director, Visio, Visual SourceSafe. | | |
| Technical Writer | 2/2004 – 9/2004 | TEK Systems |
| <ul style="list-style-type: none">• Wrote and edited end-user and developer (API) software documentation for Marshall & Swift/Boeckh (New Berlin, Wisconsin) using RoboHelp Office, Microsoft Word, Adobe Acrobat, Paint Shop Pro and Visio.• Created single-source solution for print, PDF and WebHelp for MS/B's RCT Express product.• Coordinated and edited French translation of WinHelp for MS/B's RCT product.• Created highly automated Microsoft Word template with macros for all MS/B products. | | |
| Technical Writer/Editor | 9/2003 – 2/2004 | York Enterprise Solutions |
| <ul style="list-style-type: none">• Wrote and edited policies and procedures for the GE Medical Systems Global Server Team (Milwaukee, Wisconsin) using Microsoft Word, Adobe Acrobat, Paint Shop Pro, Visio. | | |
| Technical Communicator | 5/2003 – 9/2003 | Manpower |
| <ul style="list-style-type: none">• Edited and formatted marketing documents, specialty catalogs and user manuals for Allen-Bradley (Milwaukee, Wisconsin) using Adobe FrameMaker, Microsoft Word, Adobe Acrobat, Adobe Illustrator | | |
| Senior Technical Writer | 04/1999 – 10/1999 | Interim Technology |
| <ul style="list-style-type: none">• Created online documentation for ADAC Genesys/Pegasys Nuclear Imaging system in support of GE Medical Systems Healthcare Services business (Waukesha, Wisconsin).• Served as technical expert and principal designer of Microsoft Word template used in development of online documentation for delivery in Adobe Acrobat PDF format.• Created scripting to add functionality to PDF document. | | |
| Senior Technical Writer | 07/1998 – 02/1999 | PLATINUM technology |
| <ul style="list-style-type: none">• Created user manuals, online help files and online documentation for PLATINUM technology (Northbrook, Illinois) ProVision Network Monitor and Network Report Card application software products.• Designed HTML user interface for the Network Report Card application; designed and created installation script for software product. | | |
| Consulting Technical Writer | 02/1998 – 07/1998 | WriteStarr Information Services |
| <ul style="list-style-type: none">• Created user manuals, online help files and online documentation for Geneva Software (Northbrook, Illinois) AlertPage Enterprise and Network Report Card software products. | | |
| Technical Writer/Editor | 04/1997 – 10/1997 | Adecco |
| <ul style="list-style-type: none">• Created and coordinated application support documentation for 40 Solaris telecom applications for Ameritech startup long distance service company (Milwaukee, Wisconsin).• Edited procedures documentation created by two procedures analysts.• Designed and supervised development of Lotus Notes database for application support even log and management report creation. | | |

Technical Writer

01/1997 – 03/1997

Systems and Computer Technology

- Created and documented change-management procedures for Continental Cablevision (Richmond, Virginia) IBM RS/6000/AIX/Tuxedo/Oracle system
- Worked on application documentation for Remedy multi-platform customer service application.
- Worked on policies and procedures documentation for QA group.

Senior Technical Communicator

03/1994 – 08/1996

Rockwell Software

- Created new user's manuals and on-line documentation for Rockwell Software (West Allis, Wisconsin) using Microsoft Word, Adobe Acrobat, Paint Shop Pro and ForeHelp.
- Created data sheets and catalog text for Communications Business Unit products.

Education

- Usability Certificate, Society for Technical Communication
- AAS, Technical Communication, Gateway Technical College, Racine, Wisconsin
- AAS, Electromechanical Technology (Robotics), Gateway Technical College, Racine, Wisconsin

Publications

- **Give them printed documentation, too!**, Intercom (Society for Technical Communication), June, 1999; reprinted in TC Forum, December, 2001

Software

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| • Adobe products: | • Microsoft products: | • Other products: |
| • Technical Communication Suite | • Access | • Documentum Web Publisher |
| • Acrobat Professional | • Excel | • SAP NetWeaver Visual Composer |
| • Captivate | • Front Page | • Agile |
| • Dreamweaver | • Internet Explorer | • Rally |
| • FrameMaker | • MS-DOS | • MKS Integrity |
| • Illustrator | • Office | • WordPress |
| • PageMaker | • Outlook | • Artisteer |
| • PhotoShop | • PowerPoint | • Doc-To-Help |
| • RoboHELP | • Project | • Jira |
| • Cisco products | • SharePoint | • KompoZer (Nvu) |
| • WebEx Connect | • Visio | • Quark XPress |
| • Jabber | • Visual Basic for Applications (VBA) | • SnagIT |
| • Corel products: | • Visual FoxPro | • SourceForge |
| • Draw | • Visual SourceSafe | • Test Director |
| • Paint Shop Pro | • Windows (all versions) | • Bugzilla |
| • Ventura Publisher | • Word | • CaliberRM |
| • WordPerfect | | • Cascading style sheets (CSS) |

Memberships

- President – Working Writers of Wisconsin
- Former member – Curriculum committee, Gateway