

## 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.

**Note:** Most gaps between contract assignments have been filled with freelance projects; see page 4.

## Functions and specialties

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

## Professional experience

### Technical Writer

5/2015 – 4/2017

Houghton Mifflin Harcourt

- Full-time telecommute. Created online help and quick reference guides for HMH Player, myWriteSmart, and myNotebook products using Adobe RoboHelp, Adobe Acrobat Professional, Jira, SnagIT, Paint Shop Pro, Microsoft Visio, and Microsoft Word.
- Participated in Agile daily standup meetings using Microsoft Skype for Business.
- Project designer and lead for a Jira project for HMH Player documentation.
- Agency: Mastech Digital

### Technical Writer

11/2014 – 1/2015

WellPoint/Anthem

- Full-time telecommute. Revised and maintained internal policies and procedures using Microsoft Word, Microsoft Excel, and Microsoft SharePoint.
- SharePoint administrator for internal SharePoint site.
- Agency: Fahrenheit IT

### Technical Writer

5/2014 – 8/2014

BMO Harris Bank

- Documented anti-money laundering processes using Microsoft Word, Microsoft Excel, and Microsoft SharePoint.
- Created and maintained Microsoft Word template for AML documents.
- Agency: Hi-Tech Solutions

### Instructional Designer/Technical Writer

1/2014 – 3/2014

Northwestern Mutual Insurance

- Entirely telecommute. Updated, edited, and recreated training documents using Microsoft Word.
- Agency: ProSoft

### Lead Technical Writer

11/2012 – 5/2013

Cisco Systems

- Full-time telecommute. Created and updated user manuals for Intelligent Automation for Cloud products 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.
- Agency: Bard na nGlean

### Editor/Technical Writer

4/2013 – 5/2013, 11/2012 – 12-2012  
4/2011 – 8/2011, 6/2010 – 8/2010

Abbott Laboratories

- Full-time telecommute. Created and updated user manual for EIDM internal user management application using Microsoft Word, Paint Shop Pro, Adobe Acrobat, Visio, and Microsoft SharePoint.
- Created quick reference.
- Updated HTML templates for EIDM customer messages
- Created web-based help with RoboHelp.
- Agency: Artech

**Technical writer** **10/2011 – 7/2012** **Garrett Technologies**

- Revised and edited developer documentation (Firmware Design Document and others) 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.
- Agency: Accord Group

**Editor/Technical Writer** **8/2010 – 4/2011** **Abbott Medical Optics**

- Full-time telecommute. Revised user manual and online help for 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
- Agency: Artech

**Business Analyst/Technical Writer** **8/2009 – 11/2009** **Abbott Laboratories**

- Created content prep documents (wireframes) for myHR portal using Microsoft Word, Microsoft Excel, Paint Shop Pro, and Adobe Acrobat Professional.
- 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.
- Agency: Mullins and Associates

**Business Analyst/Technical Writer** **7/2008 – 4/2009** **Legion Insurance**

- Documented accounting procedures using Microsoft Word, Paint Shop Pro, Adobe Acrobat Professional, Adobe Captivate, and Visio.
- Designed and implemented documentation templates.
- Agency: Alliance Consulting

**Technical Writer** **12/2007 – 3/2008** **Inflection Point Solutions**

- Created print and online documentation for PIMS (Pretreatment Information Management System) product 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.
- Agency: New Resources Consulting

**Business Analyst/Technical Writer** **6/2007 – 10/2007** **FedEx SmartPost**

- Created print and online documentation for the 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.
- Agency: Connection Strategies Enterprises, Inc. (CSEI)

**Technical Writer** **6/2006 – 6/2007** **WAREsystems**

- Created print and online documentation for Pumpware product suite 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.
- Agency: Connection Strategies Enterprises, Inc. (CSEI)

**Technical Writer** **2/2006 – 5/2006** **Honeywell HomMed**

- Wrote and updated software and hardware documentation for Genesis and Sentry home health monitors using Adobe Acrobat, Adobe Photoshop, Paint Shop Pro, Microsoft Word, and 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.
- Agency: Manpower Professional

**Technical Writer** **5/2005 – 8/2005** **S.C. Johnson**

- Updated SAP process documentation flowcharts and Business Process Narratives using Microsoft Word, Paint Shop Pro, RoboHelp HTML, Adobe Acrobat and Visio.
- Received Administrator training for Microsoft SharePoint.
- Agency: TEK Systems

**Technical Writer** **3/2005 – 5/2005** **Shure**

- Wrote and edited software development requirements documentation using Microsoft Word, Paint Shop Pro, Test Director, Visio and CaliberRM.
- Agency: Technisource

**Technical Writer** **10/2004 – 2/2005** **Volkswagen Credit**

- Wrote and edited software development documentation including requirements, architecture, and testing using Microsoft Word, Paint Shop Pro, Test Director, Visio, and Visual SourceSafe.
- Agency: MAKE Corporation

**Technical Writer** **2/2004 – 9/2004** **Marshall & Swift/Boeckh**

- Wrote and edited end-user and developer (API) software documentation 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.
- Agency: TEK Systems

**Technical Writer/Editor** **9/2003 – 2/2004** **GE Healthcare**

- Wrote and edited policies and procedures for the Global Server Team using Microsoft Word, Adobe Acrobat, Paint Shop Pro, and Visio.
- Agency: York Enterprise Solutions

**Technical Communicator** **5/2003 – 9/2003** **Allen-Bradley**

- Edited and formatted marketing documents, specialty catalogs and user manuals using Adobe FrameMaker, Microsoft Word, Adobe Acrobat, and Adobe Illustrator.
- Agency: Manpower

**Senior Technical Writer** **04/1999 – 10/1999** **GE Healthcare**

- Created online documentation for ADAC Genesys/Pegasys Nuclear Imaging system in support of Healthcare Services business using Microsoft Word, Adobe Acrobat, Paint Shop Pro, and Visio.
- 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.
- Agency: Interim Technology

**Senior Technical Writer** **02/1998 – 02/1999** **PLATINUM technology**

- Created user manuals, online help files and online documentation for ProVision Network Monitor and Network Report Card application software products using Microsoft Word, Adobe Acrobat, Paint Shop Pro, and Visio.
- Designed HTML user interface for the Network Report Card application; designed and created installation script for software product.
- Created user manuals, online help files and online documentation for AlertPage Enterprise and Network Report Card software products using Microsoft Word, Adobe Acrobat, Paint Shop Pro, and Visio.

**Technical Writer/Editor** **04/1997 – 10/1997** **Ameritech**

- Created and coordinated application support documentation for 40 Solaris telecom applications using Microsoft Word, Adobe Acrobat, Paint Shop Pro, and Visio.
- Edited procedures documentation created by two procedures analysts.
- Designed and supervised development of Lotus Notes database for application support event log and management report creation.
- Agency: Adecco

**Technical Writer** **01/1997 – 03/1997** **Continental Cablevision**

- Created and documented change-management procedures for 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.
- Agency: Systems and Computer Technology

**Senior Technical Communicator** **03/1994 – 08/1996** **Rockwell Software**

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

**Freelance 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.
- 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 websites for several small companies and two non-profit associations (pro-bono).

## Software

### Microsoft products

- Access
- Excel
- Front Page
- Internet Explorer
- MS-DOS
- Office
- Outlook
- PowerPoint
- Project
- SharePoint
- Skype for Business
- Visio
- Visual Basic for Applications (VBA)
- Visual FoxPro
- Visual SourceSafe
- Windows (all versions)
- Word

### Adobe products

- Technical Communication Suite
- Acrobat Professional
- Captivate
- Dreamweaver
- FrameMaker
- Illustrator
- PageMaker
- PhotoShop
- RoboHelp

### Cisco products

- WebEx Connect
- Jabber

### Corel products

- Draw
- Paint Shop Pro
- Ventura Publisher
- WordPerfect

### Other products

- Documentum Web Publisher
- SAP NetWeaver Visual Composer
- Agile
- Rally
- MKS Integrity
- WordPress
- Artisteer
- Doc-To-Help
- Jira
- KompoZer (Nvu)
- Quark XPress
- SnagIT
- SourceForge
- Test Director
- Bugzilla
- CaliberRM
- Cascading style sheets (CSS)

## Education

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

## Memberships

- information Architecture Institute
- Working Writers of Wisconsin

## Publications

- Give them printed documentation, too!, Intercom (Society for Technical Communication).