

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 – 4/2017** **Mastech**
- Full-time telecommute. Created online help and quick reference guides for **Houghton Mifflin Harcourt** (Boston, Massachusetts) 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.
- 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, and 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, and 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 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.
- Editor/Technical Writer** **4/2013 – 5/2013, 11/2012 – 12-2012** **Artech**
4/2011 – 8/2011, 6/2010 – 8/2010
- 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, Visio, 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, 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.
- 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) 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.
- 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) 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.
- Technical Writer** 2/2006 – 5/2006 **Manpower Professional**
- Wrote and updated software and hardware documentation for **Honeywell HomMed LLC** (Brookfield, Wisconsin) 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.
- Technical Writer** 5/2005 – 8/2005 **TEK Systems**
- 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**
- 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**
- 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, and Visual SourceSafe.
- Technical Writer** 2/2004 – 9/2004 **TEK Systems**
- 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**
- Wrote and edited policies and procedures for the **GE Medical Systems** Global Server Team (Milwaukee, Wisconsin) using Microsoft Word, Adobe Acrobat, Paint Shop Pro, and Visio.
- Technical Communicator** 5/2003 – 9/2003 **Manpower**
- Edited and formatted marketing documents, specialty catalogs and user manuals for **Allen-Bradley** (Milwaukee, Wisconsin) using Adobe FrameMaker, Microsoft Word, Adobe Acrobat, and Adobe Illustrator.
- Senior Technical Writer** 04/1999 – 10/1999 **Interim Technology**
- Created online documentation for ADAC Genesys/Pegasys Nuclear Imaging system in support of **GE Medical Systems** Healthcare Services business (Waukesha, Wisconsin) 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.
- Senior Technical Writer** 07/1998 – 02/1999 **PLATINUM technology**
- Created user manuals, online help files and online documentation for **PLATINUM technology** (Northbrook, Illinois) 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.
- Consulting Technical Writer** 02/1998 – 07/1998 **WriteStarr Information Services**
- Created user manuals, online help files and online documentation for **Geneva Software** (Northbrook, Illinois) 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 **Adecco**
- Created and coordinated application support documentation for 40 Solaris telecom applications for **Ameritech** startup long distance service company (Milwaukee, Wisconsin) 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.
- 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.

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).

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), June, 1999.

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)