

OBJECTIVE

Use my proven expertise in technical writing, communications, and project management to contribute to the success of a technology enterprise or institution.

SUMMARY OF EXPERIENCE & SKILLS

- **Knowledge and expertise to work closely with executive decisionmakers;** skilled in producing senior management communications and presentations.
- **Broad experience in working with subject matter experts** and software development & production teams.
- **Project Management Professional;** manager of writing staffs in demanding technical disciplines.
- **Extensive marketing communications development** for Web and CD distribution.
- **Management of six-figure multimedia projects** funded by major pharmaceutical firms and distributed to medical schools throughout the United States and abroad.
- **Developer of sophisticated technical publications in a variety of media;** subject matter areas include IT, medicine, petrochemical, and aviation.
- **Broad knowledge of IT infrastructure operations,** policy and procedure development.

EMPLOYMENT

TEK SYSTEMS Sr. Technical Writer/Project Management Professional (recent short-term assignments)

NAMM Holdings, Inc. 2/17 – 3/17 Ontario, CA

Short-term technical writing assignment for a company providing professional and hospital healthcare services.

Riverside University Health System (RUHS) 6/16 – 11/16 Moreno Valley, CA

Technical Writing expertise to address Office for Civil Rights Findings related to the HIPAA Security Rule – working with executive leadership, established a new documentation paradigm at the former Riverside County Regional Medical Center, then developed templates, researched Health & Human Services publications, collaborated with IT Information Security Officers, and created (on a short turnaround) the significant volume of Policy & Procedure documentation required to achieve compliance and avoid further penalties. Provided assistance with major RUHS IT project documentation, training/communications for the rollout of the new shared EPIC electronic health record (EHR) system, enabling closer coordination with Loma Linda University in delivering quality healthcare for Riverside County.

Landauer Medical Physics 9/15 – 10/15 Chicago, IL

On an interim assignment, provided Medical Technical Writing expertise and MS Word template development; edited and standardized a complete set of generic Policy documents supporting the Medical Imaging department to expedite policy development, integrate best practices, and formalize safety practices.

IAA 6/15 – 9/15 Chicago, IL

On an interim assignment, provided a sure transition from the previous writer (who announced her departure with short-term notice), capturing work-in-flight as well as documenting the technical writing procedures & protocols - converting this knowledge transfer into a "Technical Writer's Handbook." Completed the IT documentation in development:

- Converted IT development teams' informal job aids into formal documentation in areas such as API documentation, SQL Coding Standards, Agile-based User Story development; refinement of SDLC Procedural standards. Produced an IT Employee Handbook regarding methodology to expedite onboarding.
- Created several executive communications templates; updated and refined the major IT documentation templates.
- Created and published corporation-wide Newsletters and Process Enablement communications updates.
- Created a SharePoint-based interactive portal for the existing document library that also (for the first time) displayed the hierarchical relationships of the Policy Framework.

JLL 4/15– 5/15 Chicago, IL

On a short-term assignment, provided technical writing and project management support for a start-up virtual group addressing the challenges presented by JLL's consolidation of several major corporate real-estate institutions.

**Sr. Technical Writer/Project Management Professional
Walgreens (TEK)****6/14-9/14 Chicago, IL**

Short-term assignment for Walgreens IT at their headquarters.

**Sr. Technical Writer/Project Management Professional
Northern Trust (TEK)****5/13-6/14 and 9/14-4/15 Chicago, IL**

Senior Technical Writer for the Technology Modernization office – the planned continuous upgrade of Northern Trust's Technology Applications and Infrastructure – providing technical writing and project management expertise, as well as executive communication for the CIO and his direct reports.

Responsibilities/Accomplishments included:

- Creation of a complete set of procedural and API documentation for the Technology Modernization initiative.
- All charter/ governance documentation, annual appropriation requests and executive presentations regarding strategy.
- Development of general Word templates for the Technology Modernization initiative, and other custom templates for specification, procedure, and testing documents; parallel development of template guideline documents for authors.
- Creation of restricted Word templates for inexperienced authors.
- Template development and support for project execution plans, communications plans, and other key project/group-level documents.
- Special assistance to IT Service Management to address documentation, communications, and performance issues, and to advance high-visibility initiatives in ITIL Change Management, Capacity Management, and metrics.

Interim Documentation Manager**HP (nSight)****6/12 – 3/13 Remote assignment**

On an interim assignment, managed the regular publication cycles for the end-of-life HP XP P9500 Storage Array and its operating software, COMMAND VIEW ADVANCED EDITION – managing API documentation and the writing staff, the Business Partner relationship (with OEM groups ITPD and SD in Japan, and HDS in Santa Clara), the product team, the publication team, and the India development group for the software (with product nearing end-of-life, the long-term manager had taken an early-retirement offer).

**Sr. Technical Writer/Project Management Professional
ABB (G.A.S. Global Staffing – formerly G.A.S. Unlimited)****8/11 – 6/12 Houston, Texas**

Senior Technical Writer on a key worldwide project – the design and creation of one of the world's largest refineries, targeted to go from initial design to completion in three years – providing executive communications, service management, technical writing, project management expertise, and API documentation. Worked with resource teams from around the world, and from every major engineering firm in the petrochemical industry.

Responsibilities/Accomplishments included:

- Worldwide Lead for all documentation; training and mentoring of document control resources and of adjunct staff providing formatting assistance.
- Development of general Word templates for the Project, and specialized templates for specification, procedure, and testing documents. Parallel development of template guideline documents for authors
- Creation of a special restricted Word template for inexperienced authors; this initiative was required to maintain template integrity, and for the project to remain on schedule - before I came on the project, the unrestricted template use by these inexperienced authors (working in locations from Mexico to India) had resulted in massive remediation/cleanup efforts.
- Executive communications, including the project execution plan, communications plan, contractor and third-party memoranda of understanding (e.g., confidentiality agreements and export control compliance).
- Accelerated editing and complete technical rewrites of all first-line standards and specifications (sixty-hour weeks) to maintain project schedule.
- Special assistance to other projects and other ABB divisions on Word template maintenance and use, troubleshooting of PDF creation, EDMS problems and API documentation standards/protocols.
- At leadership's request, performed a special assignment for ABB's Marine Division - provided an emergency rewrite of a key conference white paper on a major achievement in Marine Propulsion/Dynamic Positioning; received a letter of commendation from the head of Engineering for the quality of the rewrite.

**Sr. Technical Writer/Project Management Professional
ExxonMobil (Volt Technical Services)
3/08–4/11 Houston, Texas**

Executive Communications, service management, technical writing, and project management expertise. Original assignment was to help create the Enterprise Storage division; also, documented the infrastructure and operations of one of the world's largest supercomputers. Responsibilities included:

- Design and development of executive presentations for management, including a key Service Strategy worldwide presentation, as well as quarterly Governance Council presentations.
- Support of the Service Management effort. Built a chart-based monthly performance Scorecard workbook tracking more than 200 data points/KPIs, and a dashboard centerpiece for the website; received special recognition from senior management.
- Management of departmental documentation efforts; established processes and procedures, created and communicated the first Documentation Roadmap; received letter of commendation.
- Leadership for quick turnaround on existing project documentation; in 2009 alone, published new, or revised more than 130 documents on all topics in Enterprise Storage, working with authors worldwide.
- Spearhead for a department Quality Team initiative to address an increase in procedural errors; the resulting significant reduction in procedural errors led to an assignment to develop/deliver worldwide Change Management training; the CMTS overall awareness improvements led to a 50% increase in change management ticket writing, and performance improvements in several targeted areas.
- Creation of an updated Service Impact Decision Matrix, animated training presentations and support material; results of the training were noted as exceeding management expectations.
- Extensive writing of Standards, design documents, online training, instructor-led training, user guides, risk assessments; general communications, project documentation, API/SDK documentation library, use cases, requirements documents.

**Sr. Technical Writer/Project Management Professional
Schlumberger (AirSwift – formerly Swift Worldwide Resources)
10/07–12/07 Houston, Texas**

Technical writing and project management expertise; responsibilities included major project proposals and supporting presentations; Online help files, online training, instructor-led training, user guides (RMS software); Communications, project documentation and API documentation maintenance, use cases, requirements documents.

**Sr. Technical Writer/Project Management Professional
British Petroleum (Zaetric)
05/07–10/07 Houston, Texas**

Technical writing and project management consulting for BP; responsibilities included major project proposals, API documentation, and supporting presentations; completion programs, detailed procedures, and engineering study reports.

**Sr. Technical Writer/Project Management Professional
AJ Vise & Associates
01/07–05/07 Houston, Texas**

For a multinational insurance claims consulting firm, provided communications expertise, presentation development, and technical writing leadership. Responsibilities included proposal writing (Texas, Louisiana, and Federal agencies), key presentations for Fortune 100 clients and government officials; technical specifications for custom CRM and IVR applications; management of executive communications; website, news releases, promotional material; industry white papers.

**Senior Technical Writer/Project Management Professional
JPMorgan Chase (Volt Technical Services)
3/05–12/06 Houston, Texas**

Onsite at Tier 1 global bank Texas headquarters during the post-Bank One merger period, providing business systems analysis, technical writing support, project management and communications expertise for senior management in Manhattan. Responsibilities included:

- Publication of the JPMorgan Chase monthly status report on the global IT infrastructure.
- Business systems analysis, identifying and refining key performance indicators for reporting areas.
- Development of IT governance strategy, policy & control documents.
- Operating level agreements, operations procedures manuals, policy and procedures documentation.
- Management of global document libraries, and global documentation audit preparations
- Extensive development of senior management presentations in support of major project initiatives.

**Senior Technical Writer/Project Management Professional
Shell Oil Products (Volt Technical Services)****11/04–03/05 Houston, Texas**

Onsite at Shell's headquarters, providing systems analysis and technical writing support for project initiatives and Project Office corporate communications. Responsibilities included analysis/development of governance strategies and controls, senior management presentations, all project management documentation, including monthly status reports.

**Senior Technical Writer/Project Management Professional
Pacific Gas and Electric (Corestaff)****6/01–11/04 San Francisco, California**

Onsite at Pacific Gas and Electric (PG&E) Company headquarters, managing documentation for major IT project initiatives and corporate communications. Special responsibilities included a high-visibility rotation in 2004 to address and resolve Open Controls related to Sarbanes-Oxley findings; also, in late 2003, led a team reporting on the performance of *Information Systems Technology Services* in response to the disastrous "November storm" of 2002.

Ongoing responsibilities included both technical writing and communications duties for senior management: technical specification development; website development; management of the Electronic Document Management System (EDMS) Libraries; close coordination with project managers and corporate communications managers to produce reports to senior management. In addition to these ongoing duties, I was asked to produce senior management presentations and targeted communications to internal/external audiences (on behalf of the resource-challenged Communications department, stripped down as a result of bankruptcy). PMO responsibilities also included web research, maintenance of API documentation library, team hardware/software, development of disaster recovery plans, online help, training, coordination with internal auditing.

Documentation Team Manager**DHL (Executive Directions)****1/01–5/01 San Francisco, California**

Moved from Texas to San Francisco for management opportunity. At DHL, supervised a staff of writers in documentation support for DHL's Enterprise Application Integration project and overall software development.

Senior Technical Writer**Compaq Computer Corporation (Renaissance & Integrity Group)****12/98–1/01 Houston, Texas**

Onsite at Compaq's world headquarters, writing and producing marketing materials, Operation and Reference Guides, Installation Guides for print, white papers, videos and online reference materials for CD and Compaq's Website using Word, HTML, Photoshop, Illustrator. Hands-on testing of OS integration with Compaq servers; interviewed project managers, engineers, and developers; interacted with Safety and Production; API documentation library; specified CAD-design illustrations and animations. Responsibilities also included web research, maintaining hardware and software for team, training of new writers, storyboarding videos. As lead writer for documentation team, established Word, PageMaker 6.5, and Adobe Acrobat (PDF) capabilities, and refined processes for API document development and distribution.

Project Leader/Procedure Writer**Equistar (Information Development, Inc.)****8/98–12/98 Houston, Texas**

Onsite at Equistar Chemical, LP (world's largest refinery conglomerate), supporting SAP implementation; performed turnaround/recovery of failed in-house documentation effort. Previous assignments included Schlumberger (online documentation), and Southwestern Bell (documentation/online training manuals).

Project Leader**Exxon Exploration & Production (Volt Technical Services)****6/98–8/98 Houston, Texas**

Revised 630-page print version of *Exxon Production Research Safety Manual* to provide electronic master document.

Service Specialist**Halliburton Energy Services/Gunn****1/96–5/97 & 7/97–6/98 Alvin/Galveston, Texas**

Rewrote technical manual for Warrior for Slickline software (new computer-based Advanced Measurement System technology). Continued same operations for Gunn, also working on website, operations & safety documentation.

**Owner/Senior Writer/Producer
Intelligent Communications/DL-FM
1/94–1/96 Houston, Texas**

Independent management of media projects, including product launch materials, for clients in medical/scientific area: CDs, technical publications, sales force technical information, operations manuals, marketing videos, and sales-training audio and multimedia presentations. Also, broad services to product management teams in website consultation, contract training, project management, operating systems and application instruction.

**Senior Science/Medical Writer/Producer
UT/TV-Houston
6/87-1/94 Houston, Texas**

Began as contract writer/producer, ultimately became supervisor of staff and freelance writer/producers. Development and management of \$30,000 to \$200,000 media projects. Investigation and implementation of new media, including Websites/HTML and touch-screen interactive technology. Authored multiple videodisc-based presentations. Clients included major pharmaceutical firms, government agencies, universities, healthcare, and other corporate clients. Accomplishments included writing medical school curriculum in fields such as immunology, physician audience presentations for major pharmaceutical firms, training of new writers in software/production, programming and macro writing, Internet & intranet, heavy client interaction and development of new business.

**Instructor
Houston Independent School District
6/86-6/87 Houston, Texas****Service Specialist
Halliburton/Otis Engineering/Baker
6/83-6/86 Robstown/Arcola, Texas****Technical Writer / Communications Director
Ahrens Aircraft, Inc.
12/78-6/83 Aguadilla, Puerto Rico**

For a new FAA Part 25 aircraft manufacturing facility, wrote FAA-approved technical manual (Ahrens AR-404). Designed & produced a complete bilingual video training series for new workers as part of a \$5.8 million US Government grant. Also, multimedia presentations for investors, government/legislative audiences, including programs used in the Government of Puerto Rico's exhibit pavilion.

**Account Executive & Writer/Producer
Media Arts Guild/Intraco, Inc.
6/74-12/78 Houston & Lake Charles, La**

Account representation, design and production supervision for clients in the petrochemical industry; safety programs, technical manuals, and other presentations. Major responsibility, management of \$500,000 annual Foreman's Accident Prevention Series for Allied Chemical; moved from Intraco to Media Arts Guild with contract.

**Writer/Instructional Designer
Baylor College of Medicine
6/72-6/74 Houston, Texas**

Wrote, produced, and supervised production of a Federally-funded, internationally-marketed series in Biochemistry (first-year Medical School curriculum - 25 hours of programmed instruction).

**Writer/Producer/Instructional Designer
Sound Management, Inc.
6/71-6/72 Phoenix, Arizona**

Produced AMA-accredited continuing medical education series for physicians; worked with faculty at University of Arizona and University of Texas Medical Schools, and Baylor College of Medicine.

**Instructor
Houston Independent School District
11/70-6/71 Houston, Texas**

EDUCATION**BA, English****Occidental College 1966-1970****Los Angeles, California**

Three years Program Director of radio KOXY; concert promoter. Senior year, appointed by Student Government to newly-created position of Director of Publications; directed \$40,000 budget, responsible for publication of newspaper, yearbook, two feature magazines, special publications and films. Multiple winner of writing awards and competitions; also, wrote published articles for commercial magazines while still an undergrad. Captain, Soccer team.

M.Ed. Program**University of Houston****1986-1988****Clear Lake City, Texas**

Job responsibilities (at UT/TV) precluded completion of classroom work; 3.82 GPA.

Project Management Professional (PMI)**Project Management Institute****2005****Houston, Texas**

Certified Project Management Professional; re-establishing credential.

Additional courses in Biochemistry, Organic Chemistry, Anatomy & Physiology at Houston Community College in support of medical writing advancement while at UT/TV (4.0 GPA, Dean's List, National Honor Society).

Computer programming courses at Corpus Christi State University (BASIC, PASCAL).

IBM Technical Education- IWPS/InfoWindow Presentation System (touchscreen technology).

Microcenter Computer Education instructor preparation (JAVA, C++, HTML, and SMIL).

TEAMS (Seven Habits) Covey-based training.