

## Objective

A challenging management position that exercises my skills in Management, Technical Communications, Engineering, Training, and Usability.

## Summary

- 20 years management experience in Technical Communications (documentation and training) for a wide variety of software, networking, and hardware products.
- Significant experience establishing effective teams and processes in a variety of business environments, from startup to large corporation.
- Extensive experience planning, scheduling, and implementing technical documentation suites and training programs, as well as extensive experience with managing print production.
- Experience managing usability programs and translation.
- Hands-on writing and technical experience including programming experience.
- Master's Degree in Library Science and experience in Information Architecture.

Projects and deliverables include: user guides and online help; networking and system administration guides; programming guides and programming language manuals; operating system manuals, hardware installation and technical references; microprocessor documentation; operations guides; marketing technical overviews, white papers and specifications; style guides; and internal standards guides.

Technical background includes: UNIX, Windows, DOS, and CTOS operating systems; Java, C++ and C; hardware; networking, switching, routing, distributed processing; database; eCommerce; digital rights management; XML, SGML, and HTML; J2EE; and various office application and web development tools, including Adobe FrameMaker, Microsoft Word, Adobe Acrobat, Adobe Photoshop, Adobe Illustrator, and Macromedia Dreamweaver.

My teams have received excellent reviews from customers, field support, and other internal users and have also won awards in the Society for Technical Communications (STC) annual competitions.

## Management Experience

### Juniper Networks, Sunnyvale, CA

Juniper is a leading supplier of networking and security products to service providers, enterprises, and governments. The routers run custom software based on FreeBSD UNIX.

#### Director, JUNOS Internet Operating System Documentation: 2004-present

- Lead a multinational team of over 20 writers and managers who maintain 20,000 pages of documentation
- Directed development of documentation for the Juniper Partner Solution Development Platform (PSDP), an SDK product for routers
- Planned and directed development of documentation for several new networking programs.
- Established internal technical training program to improve staff skills.
- Converted documentation from FrameMaker to XML authoring

### InterTrust Technologies Corporation, Santa Clara, CA

InterTrust is a pioneer in Digital Rights Management (DRM) solutions. They provided end-user software, system development kits (SDK), and backend server products for the DRM industry. InterTrust's DRM solutions involved complex technology that used cryptography, tamper-resistance techniques, and distributed networking. SDKs provided Java, C++, C, COM, and XML interfaces for UNIX and Windows platforms. The company currently focuses on their large patent portfolio.

#### Consultant, Intellectual Property: 2003

- Responsible for marketing and claims analysis in support of InterTrust's intellectual property.

**Director, Technical Communications, Training, and Usability: 1998-2002**

- Directed and managed the Product Documentation, Training, and Usability departments.
- Planned and directed the development of all product documentation, print and online. Our SDK and application documentation was highly rated by InterTrust customers.
- Directed expansion of InterTrust Customer Training Program.
- Directed development of documents for MetaTrust Certification Program, providing technical consultation and writing resources to the Certification group.
- Established a usability program, providing analysis, recommendations, testing, and messaging to Product Development and also directed development of an online customer survey.

**Manager, Technical Communications: 1996-1998**

- Established publications team and documentation development processes.
- Established corporate style guide, trademark and logo guidelines, and document templates.
- Established single source development process for hard copy, HTML, and Help.
- Planned and directed development of a 3,500-page documentation set for a first-generation DRM solution. The set included user guides, programming guides, and system administration guides, for both UNIX and Windows, and was very well received by customers.
- Wrote Product Technical Overview, Product Description, Security Overview, and Release Notes.

**Unisys Corporation, San Jose, CA**

Unisys Corporation is a leading supplier of computer systems to both government and private sectors. At its San Jose facility, Unisys first produced proprietary hardware and software developed by Convergent Technologies. In 1994, Unisys began production of PC hardware products.

**Publications Manager, CTOS and PC Divisions: 1994-1996**

- Managed desktop, server, and networking product documentation for two different divisions and provided direction for a team of twenty writers, editors, and artists. Documentation included hardware installation guides, networking guides, programming guides, and operating system manuals. Work involved regular coordination with remote sites.
- Regularly tested documentation for usability through customer surveys and out-of-box audit.
- Managed translation of manuals into French, Italian, German, Spanish, and Japanese.

**Section Manager, CTOS Division: 1989-1994**

- Coordinated the merging of CTOS documentation after a merger of Convergent and Unisys.
- Established common standards for information development among the publications groups in New Jersey, Los Angeles, and San Jose.
- Managed publication by Prentice-Hall of open-standards documentation for CTOS, the Convergent/Unisys operating system, and coauthored a trade publication, *Exploring CTOS*.
- Managed the conversion of a 3,000 page documentation set to a CD-ROM deliverable.
- Recruited and retained writers who regularly received awards in STC publications competitions.

**Convergent Technologies Corporation, San Jose, CA**

Convergent Technologies was a leading supplier of networked computer systems to banks and point-of-sale retailers. They developed the Intel-based CTOS operating system and implemented a full suite of programming languages, LAN and WAN networking software, and office applications.

**Writing Manager, CTOS Division: 1985-1989**

- Built and managed a team of more than 10 writers.
- Planned and managed development of 3,000 page operating system documentation suite.
- Managed programming language, networking, microprocessor, and application documentation.

**Education**

M.A., Library Science, Rosary College, River Forest, IL

B.A., Sociology, BA., Anthropology (Cum Laude) Knox College, Galesburg, IL Phi Beta Kappa

Various coursework including Programming in C++, Information Mapping, Task-Based Analysis, Leadership Practices, Managing for Results, Project Management, and Performance Management.