**Summary** Technical writing and documentation. Where business processes must be

described for easy understanding by those needing to read it, where software and hardware must be documented so users can use it, good technical writing is essential. This resume describes this Writer, who can help provide this documentation.

**Experience** **April 2001 to January 2007**

**On Contract at The Boeing Company
Technical Writer**

Worked with two groups: The *787 Program, Electrical Engineering Group* and the *Reliability, Maintainability, and* Testability *Group*

**Electrical Engineering Group:** Worked with subject matter experts to provide documentation of business processes that supported engineering design. Helped develop internal web policy and structure for the group. Helped streamline coordination of *Electrical Engineering* and *Document Release* groups. Worked with subject matter experts (SMEs), documentation administrators, process architects, process owners, and members of cross-functional teams to drill into the documentation processes performed by the various design groups within Engineering. Revamped this documentation into new FAA audit-compliant formats.

**Reliability, Maintainability and Testability Group (RMT):** Worked with SMEs, leads and customer liaison personnel to create HTML help system for the coordination between airlines and the RMT. Published interim versions on weekly basis for peer review. Updated legacy documents. Introduced reusable JavaScript and CSS to enhance raw HTML such that updates could be performed easily.

**Significant Event:** After the terrorists attacked in 2001, Boeing announced the layoffs of all contractors. Working to ensure a smooth transition when I left, management decided that it would be better to keep the contract intact. Surviving the purge, the contract continued for another 5 years.

 **October 1999 - March 2001**

 **Codesic | Kirkland/WA**

Embedded with a Codesic team at *ATT Wireless, National Business Ordering Group* as the team's technical writer. Developed internal website for *Production* and *Deployment* teams that required very quick release of new documents per requests by many authors. Helped clarify standards, developed web strategies and templates for scaling from prototype to production system. Worked with many team members as well as with internal customers and support staff.

Previous work at Microsoft, Frank Russell, Conexant, and Verizon provided upon request.

**Education** California State University at Northridge, California

BA in Psychology, 1978

Graduate-level course work in Industrial Psychology through 1981

Rational University in Redmond, Washington, November 1999

Certificates of Completion: Introduction to Requisite Pro and Requirements Management

American Management Association in Anaheim, California, November 1994

Certificate of Completion: How To Be A Better Technical Writer