

OBJECTIVES

(CONTRACT, CONSULTING, OR PERMANENT; ON-SITE &/OR OFF-SITE)

- Information Architect - 10 years of experience
- Knowledge Project Management and Coordination – 20 years of experience

SKILLS

Communication. Clear, concise IT and software development, technical training, and writing.

- Project management, documentation system management, team coordination.
- Problem and improvement assessment, innovative solution development and delivery.
- High quality leadership. Broad thinking, attention to detail, deadline coordination and adherence.
- Exceptional communication, people, negotiation, and organizational skills, and even better practical improvisation skills.
- Human-computer interaction (HCI), man-machine interaction (MMI), and computer-human interaction (CHI) design, evaluation and implementation using MindManager/TaskMap frameworks.

EDUCATION

A.M. COMMUNICATION, STANFORD UNIVERSITY (Academic Fellowship)
Masters program in FILMMAKING and BROADCAST PRODUCTION.
Additional doctoral level study in THEATRICAL DIRECTION, DANCE and ACTING.
(Thesis remaining: degree incomplete.)

B.S. BUSINESS, UNIVERSITY OF CALIFORNIA, BERKELEY (Academic Scholarship)
Dual emphases: MARKETING and APPLIED ECONOMICS.
COMPUTER SCIENCE and INTERDISCIPLINARY NATURAL SCIENCE 'minors'.

CONVERSANT TECHNOLOGIES

FUNCTIONAL AREAS—Project coordination, wikis, support & training documentation, e-learning, CobiT/COSO, APIs, UMLs, networking, network security, EDA/FPGA/ASIC, chip design testers and simulators, wireless, RDBMSs, metadata, data warehouses, consumer electronics, electric power generation, storyboards, copywriting, text layout, graphics and video production/editing

PLATFORMS—Microcomputers: Win2K/NT/Win9x/Win3.x/DOS, Unix, Linux; Mac OS X, MPW
AIX, OS/2; minicomputers: MVS, VMS; mainframes, FORTRAN, COBOL, RPG

LANGUAGES—C, C++, C#, Java (J2EE, CodeWarrior), VisualBasic, JavaScript, FORTRAN, BASIC, COBOL, PASCAL, REXX

NETWORKING—Client/server, peer-to-peer, TCP/IP, HTTP/FTP, SMTP/POP, LAN Server 3.0, DDOS/2, token-ring

SECURITY—PKI, VPN, sccs, rcs, Kerberos, DITSCAP, IDS, firewalls, network monitoring

DATABASES—Oracle, MS EXCEL/ACCESS, DB2, Sybase, Paradox, FoxPro, Lotus Datalens; SQL, data warehousing, web services.

GRAPHICS—Photoshop, Illustrator, SmartDraw, Visio, 2D/3D animation, CAD

WEB DESIGN—HTML hand-coding, JavaScript, Flash, ASP/VBScript, Perl, CGI, XML, graphic art, audio, digital video, 3D animation, Dreamweaver, NetObjects Fusion

TEXT AND VIDEO EDITORS—MS Word, FrameMaker, Acrobat, EMACS, vi, RoboHELP, ePublisher, HomeSite, PowerPoint, Nisus Writer; Media 100, Videowave, Premier, Maya.

WORK PRODUCTS

- Organizing and providing controls for large sets of instructional information.
- Depicting graphic designs and systems layouts.
- Negotiating components' status, weightings, and changes.



JOBS and CONTRACTS (partial list)

MAR 2007 to AUG 2007 SENIOR TECHNICAL WRITER
IT SERVICES – DOCUMENTATION, DESIGN, DELIVERY
STANFORD UNIVERSITY, Palo Alto, California

Wrote and revised hand-coded website content for administrators, faculty and student websites. Used HomeSite, MS Word, Photoshop, MS Windows, Mac OS X, Wiki environment.

AUG 2006 to DEC 2006 SENIOR TECHNICAL WRITER
LIFEMASTERS SUPPORTED SELFCARE, INC., South San Francisco, CA

Produced HIPAA/PKI network security documentation (processes, procedures) for first and second level help desk application support. Used Acrobat, Visio/TaskMap, FrameMaker, PowerPoint, MindManager, Photoshop Elements, and Word in a ProClarity, MS Reporting Services database environment.

APR 2006 to JUN 2006 REGULATORY COMPLIANCE WRITER
ELEMENTAL SECURITY, INC. San Mateo, CA

Wrote and revised FISMA, HIPAA, PCI, SOX 404 (CobIT/COSO) policies and rules for CIOs and for system and network administrators. Used FrameMaker, MS Word, Photoshop, Acrobat in XML, Perforce, Java, Python, MS Windows, X Windows, Linux, Mac OS X environment.

FEB 2006 to APR 2006 REGULATORY COMPLIANCE AND BUSINESS PROCESS WRITER
REPLY!, INC., Walnut Creek, CA

Using SOX 404 CobIT/COSO gap analysis reports, mapped processes, wrote and revised policies, procedures, system administration documentation for IT, finance, and executive audiences. Used TaskMap, MS Word, Visio, Photoshop, Acrobat, Excel, PowerPoint.

NOV 2005 to JAN 2006 SENIOR TECHNICAL WRITER
INTER-4/SIERRA NEVADA CORP., San Francisco, CA

Wrote installation, system administration documentation for varied military audiences. Used MS Word, Visio, Acrobat.

MAR 2005 to AUG 2005 SENIOR TECHNICAL WRITER
PACKETHOP, INC. Belmont, CA

Wrote installation, system administration and developer documentation for varied audiences. Used FrameMaker, Visio, Acrobat.

JAN 2005 to APR 2005 TRAINING DOCUMENTATION WRITER
PROVIDENT CREDIT UNIONS, Redwood Shores, CA

Wrote training documentation for MS Office training modules. Used MS Word.

AUG 2003 to NOV 2003 LEAD TECHNICAL WRITER
NETWORK INSTALLATION, SYSTEMS ENGINEERING and NETWORK SECURITY
PACIFIC AIR FORCES-HQ/SCNN/CONSULTNET, Hickam Field, Honolulu, Hawaii

Documentation consultant specializing in policies, planning, managing, designing, revising, editing, and writing internal and external network management documentation.

MAR 2003 to AUG 2003 LEGACY APPLICATIONS SOFTWARE CONSULTANT
NMCI-ESI PROJECT, SMARTRONIX/J-6,

US MARINE FORCES PACIFIC HQ (MARFORPAC), Camp Smith, Honolulu, Hawaii.

Researched, documented, troubleshoot and installed COTS and GOTS application software on 700 MARFORPAC PCs with Windows 2000 Pro. Migration project upgrading Windows 98/NT Workstation PCs to new NMCI Dell Windows 2000 Pro PCs.

SEP 2001 – JUL 2002 SENIOR TECHNICAL WRITER - NETWORK SECURITY TEAM
SMF SYSTEMS/U.S. ARMY, Pacific Theater Network Operations Security Center

516th Signal Brigade, Fort Shafter, Honolulu, Hawaii

Documentation and training consultant specializing in planning, managing, designing, authoring, editing, and writing internal and external network security policies and business processes. FrontPage, Word, Remedy.



SEP 1999 – JUL 2001 PROJECT ENGINEER – WRITER – INFORMATION ARCHITECT
LOCKHEED MARTIN TECHNICAL OPERATIONS/Joint Intelligence Center Pacific (JICPAC)
Pearl Harbor/Hickam Field, Hawaii

Documentation and training consultant specializing in planning, managing, designing, authoring, editing, and writing embedded help and documents for a multi-database joint military intelligence client/network Web site. ColdFusion, HomeSite, FrameMaker, Word, MS Project, Visio, MS Access environment.

AUG 1999 – MAR 2001 ADJUNCT INSTRUCTOR OF COMMUNICATION
HAWAII PACIFIC UNIVERSITY, Communication Dept., Honolulu, Hawaii

Taught upper division undergraduate Web site building and history of the internet course: the Future of Communication and Communication Technology at the downtown main campus.

1999 SENIOR ONLINE API DOCUMENTATION CONSULTANT

RED HAT WEST, INC., San Francisco, California (Durham, North Carolina HQ)

Researched and wrote open source online help installation documentation for Red Hat's Linux NT package. Used RoboHELP and hand-coded HTML.

1998 TECHNICAL PUBLICATIONS MANAGER

MAGELLAN NETWORK SYSTEMS, INC., Kailua, Hawaii (Sunnyvale, California HQ)

Managed, planned, wrote, edited and produced user, training and reference documentation for NT/Visual FoxPro/intranet telephony billing and management products. Used Visual AccessAbility, FoxPro, FrameMaker, MS Word, Visio, RoboHELP/WinHELP environment.

1998 SENIOR API DOCUMENTATION CONSULTANT

CKS INTERACTIVE, Web Site Engineering, Cupertino, California

Researched and wrote technical specifications document for three IBM electronic commerce PC ordering modules, prepared style guide, trouble shot Adobe Acrobat PDF file conversion methods. Microsoft Word, CGI, DCE, PCOrder, Acrobat environment

1997 SENIOR DOCUMENTATION CONSULTANT

CLARIFY, INC., Engineering Documentation Services, San Jose, California

Researched, wrote & delivered draft of Clear Logistics Depot Repair User Guide chapter. Used Windows MS Word7, FrameMaker for Windows and various screen capture and diagram drawing tools.

1997 SENIOR TECHNICAL WRITER

SYNOPSIS, INC., EDA Documentation, Mountain View, California

Revised and updated Controller Design for Protocol Compiler, HDL Protocol Compiler Tutorial, DALI Frame Editor Reference Guide. Connectivity: TCP/IP, VM PWSCS, SNA, and SAA. Audience: System administrators, analysts, programmers.

1995-1996 TRAINING DOCUMENTATION CONSULTANT

EDS/HITACHI DATA SYSTEMS, INC., Santa Clara, California

Edited, wrote and delivered documentation for Finance, Engineering, Accounting and Sales, reengineered product tracking system. Developed Reference and User Guide into Help. Custom financial mgmt. system residing on Windows PCs from Oracle 9i, Sequent, Cullinet databases. Production tools: MS Word6, RoboHELP, FrameMaker, MS Imager, Paintbrush, CorelDraw, ftp, Netscape/Lotus Notes/Internet connectivity.

1994-95 SENIOR API DOCUMENTATION CONSULTANT

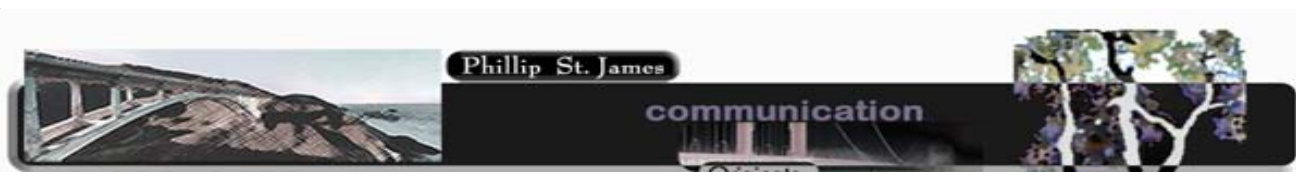
LANDIS & GYR ENERGY MANAGEMENT, INC., San Jose, California

Designed, programmed, tested & delivered console operator online help system. Converted UserGuide and Console Operator's Manual into Help. Custom PG&E-type energy mgmt. system residing on X Windows DECstation. Production tools: X Windows OSF/1 HyperHelp, RoboHELP, FrameMaker, MS Word for Windows, Paintbrush, CorelDraw, tftp. Connectivity: PC X Windows.

1993 CONTRACT API TECHNICAL WRITER

IBM CORPORATION -ISSC, Palo Alto, California

Wrote and edited storage VPT Installation Guide. Internal pricing product using PS+, OS/2, MVS, LAN Server 3.0 and AS/400/DDCS/2. BookMaster and Script. Connectivity: TCP/IP, VM PWSCS, SNA, and SAA. Audience: system administrators.



1998 MULTIMEDIA COORDINATOR

INTERNATIONAL SYSTEMS, LLC/Booz Allen Hamilton, SLICE:

Office of Naval Research Project, Honolulu, Hawaii (San Diego, California HQ)

Troubleshoot and prepared foundations to install multi- platform streaming video applications. Produced view graphs for executive-level presentations. Digital stills and live analog video, Photoshop, PCMCIA, PCAnywhere, Margi and Dazzle video cards, MS PowerPoint, Windows98, Solaris environment.

1993-1998 SENIOR DOCUMENTATION CONSULTANT

CKS INTERACTIVE, Web Site Engineering, Cupertino, California

Researched and wrote technical specifications and business process document for three IBM electronic commerce PC ordering modules, prepared style guide, trouble shot Adobe Acrobat PDF file conversion methods. MS Word, CGI, DCE, PCOrder, Acrobat environment.

D2K TECHNOLOGIES, INC., Engineering Documentation Services, San Jose, California

Revised, supplemented, and edited **data warehouse**, business process integration product User Guide, extended glossary, prepared style guide, trouble shot Adobe Acrobat PDF file conversion methods. FrameMaker and Acrobat environment.

SYNACOM CELLULAR TECHNOLOGIES, INC., San Jose, California

Researched and recommended templates and styles for new Style Guide and Documentation Plan. Converted and revised Roam Free User Guide. Used Adobe FrameMaker, MS Word, Netscape browser connectivity.

SUN MICROSYSTEMS, SunService Hardware Support Services, Mountain View, California

Researched and approved pre-sales business process checklists triggering installation of \$3.5M Cray Research/Sun server. Reviewed and recommended changes and notes for intranet-based approval process and its publication. Used CDE, JavaStation, Applix, PostScript, screen capture and diagram drawing tools OnDemand intranet, internet and extranet product. Used Quadralay WebWorks, MS FrontPage, Netscape, FrameMaker 5. Windows95/WindowsNT environment. Supervised one junior writer.

ON DEMAND, INC., Internet Support Services, Redwood City, California

Researched, converted and delivered hundreds of formatted final FrameMaker files to HTML pages for OnDemand intranet, internet and extranet product. Used Quadralay WebWorks, MS FrontPage, Netscape Gold 3.01, FrameMaker 5. Windows95/WindowsNT environment. Supervised one junior writer.

GE CAPITAL MORTGAGE CORP. & GEC MORTGAGE SERVICES, INC., Cherry Hill, New Jersey

Designed, wrote and edited client/server online help system for re-engineered SQL **data warehouse** database. Produced User Guide, Installation & Maintenance Guide, Training Guide and online Help. Internal Business Decision System product using MS Windows, MS Access, SAS, Sybase, Paradox, FoxPro, Lotus Datalens, EXCEL SQL module, Sun SPARCserver, MVS, T1, LAN Server 3.0 and DDCS/2. Production tools: Word for Windows, PowerPoint, Doc -to-Help, RoboHELP, HiJaak. Connectivity: Token-ring TCP/IP. Audience: Loan administration experts, MIS administrators, upper level GE executives and other GE mortgage service managers.

Additional technical communication, training, video, and publications experience at:

- KNIGHT-RIDDER INFORMATION
- LANDIS & GYR ENERGY MANAGEMENT
- XEROX-XSOFT
- FUJITSU AMERICA
- ELECTRIC POWER RESEARCH INSTITUTE
- RADIUS, INC.
- FMC CORP. (now BEA Systems)
- NASA AMES/SINGER-LINK
- ROLM
- STANDARD OIL COMPANY OF CALIFORNIA (now Chevron-Texaco).
- ORACLE CORPORATION
- IBM CORPORATION
- SYNOPTICS COMMUNICATIONS (Bay Networks)
- APPLE COMPUTER
- SUN MICROSYSTEMS
- AT&T
- HEWLETT PACKARD
- SCHLUMBERGER-SENTRY
- CROCKER BANK (now Wells Fargo & Company)