

# PUBSPRO

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Online [portfolio](#); [Resume.pdf](#)

## Accomplishments

### Publications Manager/ Project Manager:

- Built and led publication teams; successfully managed projects, programs, and direct reports
- Initiated and organized transition from classroom-based training to interactive online courses
- Provided leadership to ensure that the publication team met or exceeded task, revenue, and customer satisfaction objectives
- Developed tools and processes for content single-sourcing; improved and implemented new documentation processes and procedures

### Senior Technical Writer:

- Developed "from scratch" numerous User and Reference Guides, online Help systems, and other documents based on research, interviewing, and product testing (validation)
- Designed content for developers, security and network administrators, technical managers, and other technical and non-technical users
- Successfully documented topics such as internet security, computer networks architecture and protocols, client-server technology, internet and application servers, and Web services
- Achieved excellent results with limited resources and supervision

### Web Information Architect:

- Developed and maintained several public and numerous internal Web sites

## Management Experience

### Hewlett-Packard Corporation, Cupertino, CA

(June 2000 - October 2002)

**Title: Learning Products Manager**

Responsibilities:

- Build and manage a documentation team; define and track deliverables; hire and mentor staff and contract technical writers
- Work with product teams to define product requirements; serve as a member of management staff
- Work with a cross-functional team to design and implement processes and tools for content delivery and integration with a major developers portal (implement Section 8 Standard)
- As a lead writer, write documentation (User Guides, online help, and self-paced training) for several software products (e-Speak, Web services platform and tools)

Accomplishments:

- Built and managed a successful publication team to produce the first public release for the Java-based Internet middleware product (e-Speak)
- Designed and implemented new processes and tools for content single-sourcing using FrameMaker, FrameMaker+SGML, WebWorks Publisher, RoboHelp, and Adobe Acrobat (PDF)
- Developed a self-paced training product as a member of a cross-functional team

## **A&T Labs, IPTO Organization, San Jose, CA**

**(January 1996 - June 2000)**

**Title: Senior Publications Manager (Division Manager)**

Responsibilities:

- Hire, train, and manage 20 technical writers and curriculum developers at five development centers
- Write proposals and publication plans; develop and implement technical publications projects
- Write first releases of several technical documents including System Administration Guide, Software Development Kit (SDK), online training, several client applications, knowledgebase content, and other technical information for a complex Java-based Internet middleware product. Documented technologies included computer networks and protocols (TCP/IP), Internet security, Java APIs, etc.

Accomplishments:

- Coordinated and facilitated the transition from sequential to online documentation
- Initiated and organized transition from classroom-based training to interactive online courses
- Designed and developed two public Web sites (pro bono activity) and several internal Web sites
- Trained staff in documentation and release control tools; organized and led staff development lectures
- Mediated disputes between various teams; maintained team-oriented atmosphere

## **Technical Writing Experience**

### **TIBCO Software, Palo Alto, CA**

**(December 2004 - present)**

**Title: Senior Technical Writer**

Responsibilities:

- Write User's Guides, Server Administration Guides, and other documentation for several business process automation and B2B products using Adobe FrameMaker and Quadaralay WebWorks Publisher
- Write detailed end-to-end tutorials for designing, testing, and deploying sample applications
- Support several development teams by providing documentation for product releases

Accomplishments:

- Produced documentation by using and testing the documented applications
- Used reversed engineering to produce end-to-end tutorials based on the sample application
- Addressed and resolved several Customer Support requests in order to enhance the product documentation and make it more useful to customers

### **PubsPro, Palo Alto, CA**

**(January 2003 - December 2004)**

**Title: Senior Technical Writer**

Responsibilities:

- Write two online Help systems for the first public release of an Internet security product. First project was produced as a custom designed, server based HTML system, and the second one for use with the Mac Help browser
- Write the online Help for the new release of a command line product, written both as a man page (TROFF) for UNIX users and converted/adapted to HTML for Windows users.
- Teach classes in page layout, computer animation, and graphics design

Accomplishments:

- Produced documentation by acting as an early user and usability tester
- Wrote a Technical Documentation Style Guide to define writing style guidelines and the implemented design, production, and document control practices
- Designed icons and numerous networking diagrams to illustrate documentation for several products

## Technical Writing, Multimedia, and Web Development Experience

### **SYTECO, San Jose, CA**

**(January 1993 - December 1995)**

**Title: Technical Writer and Editor, Multimedia Developer**

Responsibilities:

- Write marketing collateral, white papers and brochures; develop user interfaces, online help, and technical references for CD-ROM and Web-based applications. Customers included Apple, IBM, Pacific Bell, Tandem, Simultrans, ITI, Quester, and CLI

Accomplishments:

- Developed my first Web site for the Instructional Technology Department (March 1995) as a graduate student at San Jose State University

## Technical Writing and Localization Experience

### **Olivetti ATC, Cupertino, CA**

**(March 1989 - December 1992)**

**Title: Technical Writer and Editor, Localization Manager**

- Wrote and edited numerous hardware and software manuals (printed and online)
- Coordinate localization of technical documents for seven languages

## Education:

- MA Education, San Jose State University, 1998; Major in Instructional Technology  
Masters project: Transfer of Coursework from Classroom Format to Online Delivery, A Case Study in Technology Based Training
- Classes in programming (C), scripting (JavaScript, XML), and Web authoring
- San Jose State University: graduate courses in Multimedia and graphics design
- New York Institute of Technology: graduate courses in Business Administration
- BA Architecture