

PROFESSIONAL SUMMARY

An accomplished science writer, technical editor, and documentation specialist. Experienced in documentation and illustration related to engineering, manufacturing, instrumentation, data acquisition, testing, device development, training, marketing, and sales. Able to clearly convey complex topics to a wide-ranging audience. An experienced author of user guides, procedural manuals, training materials, and technical white papers. A skilled writer and editor, designer, and communicator interested in leading-edge product development and communication of complex theory, device operation, and technology. Proficient with a wide range of technology and scientific topics including life sciences, electrical and mechanical engineering, device operation and functionality, manufacturing processes, instrumentation, software design, and computing systems. Well positioned to quickly understand new technologies, products and applications. Educated in technical communication, nursing science, engineering, computer science, and editorial design. I seek a position as a senior technical writer in the medical device field.

TECHNICAL SUMMARY

Areas of specialty: Technical writing and editing, authoring scientific articles, end-user documentation, procedural authoring, content development, engineering, instrumentation, optical systems, data analysis, data acquisition, electronic devices, medical devices, editorial design, regulatory compliance, desktop publishing, web design, art direction, document layout, copy writing, customer training, computer-based training module development, electrical, mechanical and manufacturing engineering, computer imaging, computer graphics, metadata marking, and marketing. I have edited text books and full length novels.

Software Tools and Applications: MS Word, Visio, PowerPoint, Excel, QuarkXpress, Illustrator, RoboHelp, Captivate 2, Dreamweaver, Photoshop CS2, Adobe Lightroom 1.0, Acrobat, Macromedia Director, Flash, Fireworks, and CAD systems.

Methodologies: My interviewing skills are well developed and efficient. I am careful to obtain information in a direct and timely manner, using the topic expert's time wisely. I am aware of the importance of being well prepared for every interview and I use digital voice recorders, photography and a well informed approach to the specific topic.

PROFESSIONAL EXPERIENCE

INSURITY, A DIV OF CHOICEPOINT, HARTFORD, CT

Jun 05 – Present

Software Documentation Specialist, Writer and Editor

Insurity is a manufacturer of regulatory and business process management software for the insurance industry. My responsibilities cover a wide range of technologies and disciplines associated with application development, product support, user guide authoring, software and hardware deployment, customer training, product overview and new technology research.

- Created original user guides for all of Insurity's major applications
- Authored end-user and training documentation for all products
- Established editorial service for all written work in company
- Edited and coauthored technical articles published by Wall Street Journal and Best's magazine
- Created 100 page glossary of corporate & industry terms and posted it on corporate intranet
- Established in-house graphic design team saving \$80,000 per year in vendor costs
- Authored on-line help using Adobe RoboHelp 6, Captivate 2 and Flash 8
- Researched, developed and implemented interactive on-line documentation modules
- Introduced video capture of repetitive presentations and streaming to web for on-demand reuse
- Assumed leadership role in all projects and assignments

COMMUNICATION CONSULTANTS, Bridgeport, CT

Apr 04 – Jun 05

Writer/Editor/Technologist (Consulting position)

- Worked on a freelance basis for several clients in areas of technical authoring and editing
- Documented an in-house medical record management system for use in hospitals
- Wrote procedures and case studies for admission, transfer, and other aspects of patient care
- Wrote a user manual for production and testing of a nasal medication injection syringe

CITIGROUP BANKING CORPORATION, HARTFORD, CT

Dec 03 – Apr 04

Senior Writer/Editor, IT Systems (Consulting position)

- Transformed complex technical concepts and data into user guides and white papers that communicated system level IT topics clearly to technical and non-technical audiences
- Worked in the I/T department to write architectural documentation, system design specifications, corporate coding standards, and detailed documentation of complex systems
- Project management, content management, writing, editing and editorial design
- Documented disaster recovery plan, system fail safe methodology, computing security issues and deployment of newly designed networks

UNITED TECHNOLOGIES CORPORATION, Stamford, CT

Dec 02 – Nov 03

Electrical Engineering Technical Writer

- Communication manager for the electrical engineering department
- Data acquisition and Data analysis of flight test data from monitoring devices
- Wrote electrical manufacturing process guidelines, user guides and technical manuals
- Documented electrical wiring harness design process
- Computer Aided Design drawings based on electrical engineering specifications

CGU INSURANCE COMPANY, Foxboro, MA

Mar 02 – Nov 02

Communication Manager (Consulting position)

- Lead writer in the IT Systems Solutions Architecture group
- Wrote a software programming standards manual for Internet based application software
- Clearly defined all standards and conventions for the following technologies: HTML, Active Server Pages, COM Objects, visual basic, cascading style sheets, JavaScript, VBScript, standard list box design and implementation, error handling, proxy handler generator, dynamic screen builder and development testing.

PHONECHARGE, INC. Shelton, CT

Sep 01 – Mar 02

Senior E-Commerce/Network Security Consultant (Consulting position)

- Voice recognition application for Internal Revenue Service's pay by phone business
- Ensured compliance to a strict set of IRS generated specifications and business rules
- Interpreted specifications and developed documentation

SITESHELL.COM, Shelton, CT

Apr 01 – Sep 01

Marketing Communications Manager (Consulting position)

Siteshell.com markets content rich websites to radio stations throughout the United States. These websites are formatted by categories such as Jazz, Urban, Talk and Rock.

- Managed a group of writers and creative personnel responsible for development of website design, functionality, content, programming standards and development guidelines.
- Developed processes for deployment and installation of hardware and software
- Performance management
- Source control management

PITNEY BOWES CORPORATION, Shelton, CT

Feb 00 – Apr 01

Technical Communication Specialist (Consulting position)

- Researched, designed, wrote and edited documentation of new software releases
- Wrote functionality requirements used by system analysts and test personnel
- PC based postage metering system documentation
- United States Postal Service's acceptance of the PC based postage metering system

DSL.NET, New Haven, CT

Nov 99 – Feb 00

Lead Technical Specialist/Communication Analyst (Consulting position)

- Worked for newly formed Internet access provider to develop a documentation system of marketing, sales and engineering material
- Designed and implemented a standardized communication system
- Stepwise deployment documentation of equipment and software to the off-site location within telephone companies throughout the country.
- High speed DSL and digital voice services
- Established the communications department within DSL.net and hired all initial personnel

THE EQUITABLE INSURANCE COMPANY, Manhattan, NY

May 99 – Oct 99

Communication Specialist (Emerging Technologies Group) (Consulting position)

- Wrote twenty articles as part of an international emerging technology exchange
- Articles became part of the working standard for insurance company enterprises in several countries
- Mobile Computing, Web Site E-mail Management, Internet Job Posting, Advanced Video Techniques and On-line Business Transactions were some of the topics covered.

IBM, Yorktown Heights, NY

Aug 97 – Apr 99

Writer, editor and technologist, Watson Research Center, (Consulting position)

- Documentation of system configuration, build process, configuring software and hardware, testing the configured system and deploying newly developed "thin client" product to 1100 desktops.
- Responsible for research and documentation of WinFrame and Tivoli based rollout
- Member of the development team as the lead writer.
- Managed the efforts of seven other writers

PITNEY BOWES CORPORATION, Shelton, CT

Jan 97 – Aug 97

Lead Technical Specialist (Consulting position)

- Researched, designed and authored several documents related to the system level study of an object oriented software design in support of a PC based postage meter software application.
- Concepts of operations, software interface, architectural specification, test plan, instructional text and user guide documentation for the initial release of Windows 95 and NT based product
- Software written in C++ and Visual Basic to the OLE specification.
- Computer security, object oriented design, and client-server technology.

NYNEX CORPORATION, NYC, NY

May 96 – Jan 97

Senior Communication Specialist (Consulting position)

- Associated with all aspects of the research, design, creation and subsequent verification and update of detailed specifications for software coding, as applied to a wholesale and resale billing project.
- Document over seven hundred pages in length and functioned as sole means of definition for the design effort associated with the task of coding, testing and implementing the program changes to the existing billing system.
- Completed assigned projects on time related to the documentation of associated elements of this main project, such as a conversion testing plan and the creation of a design document format guide to be used as a template for corporate wide use. This project was coded using COBOL, JCL and C++.

MICROTECH INTERNATIONAL, West Haven, CT

Apr 95 – Apr 96

Technical Communication Consultant

- Developed end user documentation for various types of Macintosh and Windows based computer peripheral devices, including fixed and removable hard drives, tape back-up systems, flash card storage systems and memory modules. The documents addressed topics ranging from installation, operation and calibration, to troubleshooting, modification and repair.

SIKORSKY AIRCRAFT CORPORATION, Stratford, CT

May 85 – Apr 95

Lead Writer/Technical Editor, Jun 89 – Apr 95

- Manufacturing procedures - aircraft components and electronic assemblies
- Data acquisition and data analysis of vibration and in flight data
- Testing procedures and troubleshooting guides - avionics and electrical systems.
- Night Vision Goggle system for the Blackhawk helicopter
- Representative from documentation team during the testing of the Night Vision Goggle system.

PERKIN-ELMER CORPORATION, ELECTRO, Danbury, CT

Dec 78 – May 85

Instrumentation and Data Acquisition Specialist, Aerospace Optical Division

- Captured and analyzed vibration, acoustic and thermal response data for electrical and mechanical components designed for use in astronomical satellite and telescope applications, including the Hubble Space Telescope, IRAS Telescope and Solar Optical Telescope.
- Created environmental test specifications and performed tests in laboratory.
- Documented all test results, reduced data and provided analyses of these results
- Studied requirements and designed instrumentation devices for optical systems
- Designed and implemented major test plans for Hubble Space Telescope Primary Optic Mirror

EDUCATION

Undergraduate Degree

Bachelor of Science, Communication Degree: Charter Oak State College, New Britain, CT

Post Graduate Course Work

Master of IT Degree coursework - Sacred Heart University –80% of IT Master requirements

Bachelor of Nursing Science coursework: Fairfield University: 90% of nursing curriculum
This course work was toward a 2nd bachelor degree.

Graphic Design/Editorial Design coursework: School of Visual Arts: Completed 20 undergraduate courses in areas of computer graphics, Illustration, animation, advertising, graphic design, editorial design and computer graphics.