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### Objective:

An opportunity to contribute my skills in technical writing, graphics, website design, and hardware/software support.

### Summary:

Extensive experience in telecommunications, developer and end user applications, business applications, hardware and software, banking, and manufacturing. Strengths include writing system and end-user installation, configuration and administration manuals, online help and training material; website design and maintenance; illustrations; and hardware/software analysis and troubleshooting.

### Tools:

- FrameMaker, WebWorks Publisher, Adobe Acrobat, Microsoft Office
- Paint Shop Pro, Visio Professional, Fireworks, Adobe Photoshop, FullShot, Capture, Snaggit
- Dreamweaver, Homesite, FrontPage; tag-level HTML coding; JavaScript; Apache
- Windows 2000/NT/9x; Mac OS; UNIX (Solaris, BSD, AIX, IRIX), IBM JES2/JES3 and VM/CMS

### Experience:

**Senior Technical Writer**, *Clarent Corporation, Redwood City, CA (6/01 to 10/01)*

***Voice over IP hardware and software for voice, real-time fax, and data traffic***

- Updated the ***Clarent Connect User Guide***, documenting new features and procedures for linking multiple, independent telephony and IP networks into a single virtual network
- Restructured hardware installation guides for ***Clarent 800*** and ***Clarent 1200*** high-capacity Internet telephony gateways, adding illustrations and procedures detailing board placement and configuration
- Wrote the release bulletin for ***Clarent Gateway 3.1.2 Service Pack 1***, describing how to install and configure the Clarent Gateway server software

**Senior Technical Writer**, *Persistence Software, San Mateo, CA (7/00 to 4/01)*

***J2EE application server and dynamic web page caching software***

- Redesigned the ***Tools Guide*** for the Persistence Object Builder and wrote new chapters for the PowerTier Add-Ins for Rational Rose, providing procedures, examples, and API references
- Served as Quality Assurance team lead to validate and document sample applications
- Wrote the monitoring chapters for Dynamai, a caching proxy server that improves website performance by caching dynamically generated HTML and static content
- Created graphics for documentation and training materials, eliminating need to out source
- Identified and resolved HTML and JavaScript errors produced by legacy WebWorks template conversion

**Senior Technical Writer**, *Oracle, Redwood Shores, CA (11/98 to 6/00)*

***Relational Database Management Systems***

Wrote technical reference manuals for:

- The Consumer Products Group (CPG) system, a manufacturing inventory, warehousing, sales, and accounting product
- The Business Intelligence System (BIS) Core Applications, a business sales, accounting, resources, reporting, tracking, and forecasting product

Other accomplishments:

- Designed and wrote HTML-based help for the BIS Performance Management Framework System and the BIS Financial and Human Resources reports
- Designed and wrote the Business Intelligence System 11i Troubleshooting Guide
- Designed, created, and maintained the CPG/BIS documentation internal website
- Customized the corporate WebWorks mappings file to generate Oracle 11i RDBMS-specific HTML
- Designed and created the navigation system and templates for the BIS Corporate website as part of the website team, and served as subject matter expert to team members

**Senior Technical Writer, Sun Microsystems, Menlo Park, CA (4/95 to 11/98)*****Enterprise servers, workstations, and software***

Wrote installation, configuration, administration guides, and HTML-based help for:

- Solaris NEO and NEOWorks, a set of CORBA-compliant networked application development tools
- The Internet WorkShop, an integrated suite of tools enabling development of 3-tier client/server systems with Java-based thin clients
- The Network Application Builder (NAB), a prototype Java-based application development tool
- Solaris for ISPs, an integrated suite of ISP services including browser-based administration, monitoring, and security tools; and enhanced web, ftp, and news servers

Other accomplishments:

- Performed formal QA testing for the Sun Web Server; installed and evaluated the Sun Internet Mail Server
- Installed and uninstalled Solaris, including system and product patches, on SPARC and x86 platforms to validate the products and documentation

**Technical Writer/Contractor, Bellcore, Piscataway, NJ (11/85 to 4/90; 12/90 to 1/95)*****Now known as Telcordia: telephony, multimedia and wireless communications***

- Wrote the software developer's Application Programming Interface guides for TELEXEL, an object-oriented C++ applications development tool that utilized Informix, Oracle, and Sybase RDBMSs
- Wrote end-user documentation for the TELEGATE 800 and nTools products developed using TELEXEL
- Wrote installation, configuration, system administration, database administration, operations, service turn-up, and customer service guides

**Technical Writer/Contractor, AT&T-Paradyne, Middletown, NJ (4/90 to 11/90)*****Modem/multiplexer networks***

- Edited and updated installation, configuration, network planning, and command reference guides
- Verified documentation accuracy by installing and testing hardware

**Education:****San Jose City College, San Jose, CA**

Associate of Arts, Biochemistry/Education

**Professional Development:**

- Clarent Architecture - Fundamentals (2001)
- Clarent Architecture - System Analysis and Support (2001)
- Website Information Design (1999)
- Information Mapping (1998)
- Introduction to Java Programming (1997)
- Java Programming Workshop (1997)
- Time Management and Personal Leadership (1996)

**Awards:****Sun Microsystems Certificates of Merit**

- Internet Workshop Quick Install and Configuration (1998)
- Sun Web Server QA Support (1997)
- Solaris NEO/NEOWorks (1995)

**Bellcore**

- NSS Team Award (1994)
- Bellcore President's Recognition Award (1993)