

Resume for

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Major Accomplishments

- **Developed and maintained all technical documents for Dynamic Instruments and Hardy Instruments Inc. for over 14 years.**

I was responsible for the development and maintenance of the manuals and technical documentation for over 100 products. The products include Voice Logging Systems, FFT Vibration Analyzers for Rotary and Fixed wing Aircraft, Weigh Process Controllers, Transducer Calibrators and NAVAIR MIL STD 3001 manuals. Subjects ranged from Firmware, software to Illustrated Parts Breakdown for mechanical and electrical installation processes.

- **Created the first set of manuals in XML format for the Internet**

I created the first manuals in XML format for the Web. Because .pdf manuals were difficult to download I created the first set of manuals in XML so that customers had easier access to our documentation without having to download the complete file. I lectured throughout Southern California on XML technical document development.

- **Reduced the cost for technical documentation by 80%**

I reduced the preparation and maintenance costs for all manuals by standardizing on a template and reorganizing the manuals into chapters and subjects based on function performed. Introduced DITA topic based techniques for Web documentation.

- **Developed animations for the Installation and Assembly of all Products**

Prepared Flash and Maya animations for use on the Support Web Tech Site to better illustrate installation and assembly instructions. Assembly animations were used throughout the production area to train and provide an aid for assembly, saving production costs by eliminating errors in assembly.

- **Adobe Beta Participant for Adobe Technical Communication Products**

I was selected as an Adobe Beta reviewer for: Technical Communication Suite I and II (FrameMaker, Robohelp, Captivate, Acrobat Pro) Robohelp 9, FrameMaker 9, Photoshop Elements 4, Premier Elements 4.

- **Task Force Chairman for ECR/ECN Reform**

The Task Force reduced the Change process time from an average of 3 months to 3 days. I instituted several Process changes which improved the quality of products and services. Repair turn around time was reduced from 8 weeks to 2 days. The changes resulted in substantially fewer warranty returns.

Job History

- 1995 to 2009 Senior Technical Writer/Illustrator for Dynamic Instruments Inc. San Diego, California
- 1993 to 1995 Senior Technical Writer/Illustrator for Computer Sciences Corporation, San Diego, California

Education and Professional Memberships

- **M.A.** Oriental Studies (Area of concentration, History of Chinese Science), University of Arizona, 1977
- **B.S.** History, Portland State University, 1971
- Member of STC (Society for Technical Communication) and E-Learning Guild (Guild for Training and Development of on-line training curriculum)

Software

FrameMaker 9, Technical Communication Suite 2, Flash Cs4 Professional, Adobe Creative Suite 4, AutoCad 2009, XML Spy 2008 (XML Editor), Abortext Editor 5.3, Solid Works 2009, Corel Graphics Suite X4, Adobe Acrobat 9, Microsoft Office Professional 2007, Microsoft Visio

Program Training

Java, Javascript, PHP, XML, XSLT, Some C and C++, XHTML, CSS, Ajax

References (available on request)