

**Lin Laurie**  
**Senior Technical Writer, Instructional Designer, or Learning and Development Program**  
**Manager seeking challenging technical projects**

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- Superior contributor, an expert in requirements gathering, business and needs analysis, training, documentation, usability and user experience, collateral media and web-based materials, and all phases of software and project development across multiple industries and audience levels
- Proven skillful communicator, leader, team coordinator, and process-focused content creator
- A recognized expert in online help development and instructional design using Adobe tools (Captivate and RoboHelp)
- Experienced in managing BU, national, and global learning and development programs and initiatives
- Demonstrated interaction skills with all audience levels from end-users to software engineers and developers, through leadership.
- Worked with mixed stakeholder audiences at large and small corporations locally, remotely, nationally, and internationally.
- Knowledgeable in adult learning theory, training administration, delivery, ITIL, DevOps, and the implementation of industry best practices for effective learning solutions and documentation
- Successful delivery history of end-users through developer-level technical training on a wide variety of topics.
- Created a rapid development process to create accurate and timely materials with less need for SME input and reviews.
- Former software developer specializing in custom financial applications, KPIs, and other metrics to help businesses fine-tune their operations

## Industry Experience and Tools

### Software Tools

- Adobe Captivate\*
- Adobe Creative Suite
- Adobe FrameMaker
- Adobe Photoshop
- Adobe Premier
- Adobe RoboHelp\*
- Lectora
- TechSmith Camtasia & Snagit

### Web Authoring

- Infusionsoft
- HTML/CSS and Single-source
- WordPress

### Content Management

- Confluence (Jira)
- GitHub
- Perforce
- SourceSafe

### Other Tools/Knowledge

- AOVPN
- Git/GitHub
- JIRA
- Learning Portal Management
- LMS – Plateau and Eclipse
- Markup
- MS Office 365, Teams, and Project
- Salesforce
- ServiceNow
- SharePoint Designer
- Slack, StackEdit
- Visual Studio/VSTS
- WebEx and Zoom

### Process Methodologies

- A/B Testing
- Agile/Scrum & Waterfall
- Business Process Improvement
- Inbound Marketing
- SEO

### Industry Experience

- Accounting Applications
- Anti-Harassment Training - Legal
- Cloud Infrastructure
- Dev Ops Automation and Agility
- IaaS, PaaS, and SaaS
- Infrastructure Provisioning
- ITIL & SDLC process knowledge
- Software (web, publishing, retail)
- Technical Training
- Web-based Publishing

### Technical Writing Experience

- API and SDK Documentation
- Collateral Marketing Materials
- Handouts and job aides
- Migration, roll-outs, upgrade docs
- Standards and Style Guides
- User Acceptance Training docs
- User Acceptance Training docs

### Programming Languages & Other Code

- API JavaScript and JSON
- C, C++ (reading)
- Visio and SQL Interactivity
- VMWare and Hyper-V
- Wiki and Markup
- XML and HTML

### Deliverables

- Content: interactive & entertaining
- Functional Specs & Doc Plans
- Knowledgebases and online help
- KPIs and Other Metrics
- Multimedia and e-learning
- Multiple training methodologies
- Needs Analysis
- Training and Project Plans
- Video production
- Web-based Training & Content

\* **Certified trainer/partner**

## Education and Training

**The University of Washington, Seattle, WA**  
M.Ed. - Educational Technology

### Recent Completed Classes:

- AWS Architecture Udemy 7/19
- API Documentation for Writers 7/19

### Currently Enrolled in the following classes:

- SharePoint Design Office 365

- Adobe 2021 – Updated for RoboHelp 8/21 and Captivate training for new products 8/20
- Git and Git Hub 2/19 Social Media Marketing Certificate – Hubspot 2020
- **PMI PMP** – 8-week pre-test courses but did not take the PMP as role didn't require
- AWS – Cloud Practioner (currently enrolled as of 4/23) Udemy

### Certificates

- Business Process Improvement
- Distance Education
- Forensic Science
- Mystery/Suspense Writing
- Screenwriting
- Social Media Marketing
- Technical Writing and Editing
- Web Design and Development

## Featured Skills and Experience

- 25+ years of technical writing
- 18+ years of instructional design and training
- 10+ years of financial application software development and implementation experience
- 10+ years of Cloud documentation experience
- 7+ years developing knowledgebase articles for ServiceNow and Remedy systems.
- Project management experience with large doc and training deliverables
- Consulting on training and online help solutions
- Experienced trainer for Office, O365, and Adobe products
- Legal and e-discovery experience
- Experienced teacher (10 years) and trainer (ongoing over 25+ years)
- High-quality interactive web course development
- Event/Conference Management Experience
- Expert requirements gatherer
- Experienced API and SDK writer
- Powerful analytic skills
- Experienced multimedia content and systems creator
- Business Process Improvement
- Experience managing digital, graphic developers, and other creatives to produce high-quality videos, e-learning, and additional high-end learning, and marketing content.
- Entering and managing courses in an LMS and Learning Portal
- Developing courses with managers and vendors as program manager

# Professional Experience

Lin Laurie, LLC

10/23 - Current

*Author* Working on a training course called Using AI for Technical Writers

- Currently creating a course and document to publish and teach technical writers on how to use various AI tools to do their work faster without violating copyrights and other legal issues.

*Adobe Technical Training Partner* Created new workbook for Adobe RoboHelp and have been giving training classes.

**Sound Transit**

8/8/22 – 10/23/23

*Senior Technical Writer (Contract)*

From 8/22 – 7/23: Platform Engineering Team: Responsible for creating and maintaining documentation for software engineers in the Software Delivery team, Architectural Review team, NetApps, and more. Worked closely with engineers to document applications and services for NetApp OS, Azure, Cohesity, PagerDuty, AOVPN, and many others. Set template standards for Visio, Word, SharePoint, and other tools so all deliverables had a consistent look and feel.

- Responsible for developing documentation and determining whether it should be published to our SharePoint site or within our ServiceNow Knowledge Base.

From 7/23 – 10/23:

- Responsible for the creation and maintenance of IT Support Services teams (ITOC, Software Delivery, and Desktop) documentation. Translated technical and/or complicated information into clear, concise documents appropriate for various audiences.
- Worked with various IT departments and technical subject matter experts (SMEs) to produce a wide variety of technical documentation that may include processes, procedures, reference architectures, network drawings, and information flows (Visio) for use by both IT and other user communities.
- Interviewed SMEs throughout the business unit to collect information, prepare written material, coordinate layout, and determine the format and material for the organization.

**Google Hair Salons (temporary as needed)**

11/1994 – 2/2022

Long-term client since late 90's. In 2021-22, after being shut down due to covid, they needed a complete business reboot. Worked on an overhaul of their website, completely revising their scheduling software, and adding new locations. Created new marketing materials, reworked their SEO, and more to reopen in April 2022.

**Amazon Web Services (Contract)**

11/2021 – 3/2022

*Senior Curriculum Developer*

Worked on an AWS give-back educational program called re/Start. The challenges were to come up to speed quickly on sometimes unfamiliar technology to edit existing content.

Developed content for four courses:

- AWS Security Compliance Program
- SQL Database – Retrieving Data from Multiple Tablets (created new content for a new database and updated code)
- Introduction to IP Subnetting
- Networking Fundamentals

Edited Instructor Guides using Markdown code

**Western Governors University (Contract)**

4/2021 – 9/2021

*Technical Writer and Instructional Design*

- Created content for a virtual Technical Writing Certificate Program
- Acted as the SME and content author for a 3-quarter virtual certificate program in technical communication
- Worked with an Instructional Designer to develop learning exercises for the course

**University of Washington (Permanent Part-Time)**

4/2020 – 1/9/2022

Developed a custom course Professional Technical Writing: Production Techniques and Technologies, and then taught it in a virtual 10-week program. Students learned various tools, technologies, and workflows to create well-designed and written technical documentation for online help, knowledgebase, procedurals, and videos.

Taught skills starting with Word templates and styles and then moved into various other tools: PowerPoint, Captivate, FrameMaker, ClickHelp, WordPress, and others. Students were required to create three Capstone projects during this quarter. They added their first two Capstone projects to create an online Portfolio and Resume website using WordPress, RoboHelp, or ClickHelp online help tools.

Lin Laurie, LLC

1995

Continuously operated my own company either on a full or part-time basis depending on other contract commitments. I've been an Adobe Technical Training Partner since 2004 (previously certified trainer by previous RoboHelp owners since 1995) Provided a variety of Captivate courses and as well as other training delivery using Captivate, Lessonly, and other authoring tools, as well as PPT.

- Developed a program for technical writers who want to become programmer writers.
- Worked as a technical training partner with Adobe on new training for RoboHelp 2021, Captivate, and FrameMaker.
- Completed anti-harassment training and pay equity training for a Seattle-based law firm. Turned client-solution content into products to be resold to new or existing clients.
- Developed a call-to-action video to accompany new product on web site
- Continue providing ongoing support to a Google external vendor to first create an internal web site to allow customers to book appointments at Kirkland and Fremont hair salons. Later exported the site to an external Google page, create external calendars, and onboard customers to an external payment system (Square). Continue to troubleshoot issues and maintain the site, update the site as new locations are added, and provide other services as needed.
- Provided training on contract to Boeing for 3 ½ years when requested. Trained students onsite in SharePoint, Excel, and Access.
- Created and delivered training courses for a technical communicator and developer audience. Taught communication, project management, and technical writing courses to the Navy, SDGE, and several other clients.
- Worked with Microsoft to develop the Microsoft Services Delivery Methodology Library, which was a portal for vendors to obtain guidance, templates, a Project Management Method (Microsoft-focused) that aligned with the Project Management Body of Knowledge (PMBOK). It contained templates, a framework for proposing the development of solutions for outside vendors to use in proposing partnerships.
- Wrote a book called MailChimp 101 and occasionally provide online training sessions to users that include an introduction to email marketing and basic tools to create marketing campaigns.
- Worked with Microsoft (MSDN) to write and edit articles on disaster recovery, security, single sign-on, and other technical topics. Worked with MS SMEs and other writers on the project. Was subcontracted through Steyer.net.

#### **Most courses are Adobe Captivate or PPT courses**

- Adobe RoboHelp (Beginners and Advanced Courses) plus several courses on pain-points
- Introduction to Project Management
- Introduction to Technical Writing
- Disaster Recovery Plans
- Document Information Mapping
- Introduction to Snagit 2021
- Business Process Improvement
- Introduction to Word, Outlook, and Excel
- Online Marketing with MailChimp
- Speaking on Metrics for Tech Writers 7/20
- Workshop on WordPress and Portfolios July 2021

#### **Multiple Navy Projects**

- (Project Manager) Managed the development of 100+ interactive courses for a Navy communications project that involved complex interactivity, graphic development, video clips from senior leaders, and many moving parts.
- (Project Manager) Developed tracking tools, was responsible for scheduling, quality control, check-in/out of source, and version management. Worked with SMEs to complete the project.
- (Instructional Designer) Provided instructional design support and assistance when needed, assisted in post and production review, occasionally provided video editing aid, and had final approval before final delivery to the Navy.

#### **Omron Microscan (Contracting)**

**12/2019-6/2020**

*Senior Technical Writer*

- Wrote Quick Start and Operations Manuals for new products. Expected this to be a very short-term contract (2 mos.), but they kept renewing and adding additional responsibilities.
- Used FrameMaker to format documents.
- Provided additional technical writing support to company's one full-time writer to help company release new products. They recently purchased another company and needed to convert documents to their formatting, change from Japanese to US English, and to work with engineers on two continents to verify that the technical contents are correct for new releases.

#### **PushPay Redmond (Contracting)**

**12/2018-11/2019**

*Senior Technical Writer*

- Worked with a local SaaS company on a Google platform to create a revamp of their web-based implementation and onboarding knowledge base topics as part of a migration into Salesforce.
- Reformatted and rewrote topics and moved the topics directly in Salesforce knowledgebase.
- Worked with Salesforce CRM to provide marketing integration and triggering customer messaging and workflow updates.
- Responsible for rewrite of 100% of customer-facing and administrator implementation components so they appeared to have one voice, consistent style formatting, and more thorough and accurate technical content.
- Used the Google platform for development of all work.
- Created short workflows to solve the challenges confronted to integrate work with a Windows-based HTML-sourced product.
- Developed APIs for customers to use in connecting to banks, financial applications, and to export transactions from Pushpay.
- Resolved additional technical issues as needed when dealing with using a Google device with a Windows CRM in development environment.

#### **Amazon Consumer Talent Acquisition (CTA) Seattle (Contracting)**

**11/2016-4/2017**

*Program Manager and Instructional Designer for Recruiter Academy Program*

Recruiter Academy was a 26-week program that taught 18 students the Event Recruiting Process Model as used at Amazon to hire for three technical roles. Focus on meeting needs of current program and to productize the entire program for Global release, which I succeeded in doing.

## **Accomplishments:**

- Authored job aides that reduced training time for recruiters reviewing resumes from 10-12 hours to 3 hours.
- Developed a syllabus for a 26-week technical Recruiter Training Program's event-recruiting process.
- Created over 20 courses (Word, PPTs, Job Aids, and supporting materials) in 3+ mos.
- Authored Confluence Wiki and SharePoint infrastructure to deliver courses, and set up separate published from review and student sandbox courses.
- Created materials and taught an Introduction to SharePoint 2010 class to students.
- Managed the addition of courses not originally identified as needed to make sure they were scheduled for development and added to training schedule.
- Provided just-in-time training materials for 26-week program that had students in the seats, 5 weeks after I started.
- Collaborated with the trainer to improve classroom experience using trending strategies in adult learning.
- Updated scheduled, and set up student schedules for the trainer
- Worked closely with SMEs and developed more than 25 courses and delivered training materials.
- Spent the first week observing a recruiting event in the field, which helped immensely in developing training.
- Successfully dropped training literally on time using a WebEx recording process that helped with the accuracy of my completed materials and provided screenshots to tools I could not directly access.

**Intuit Inc., San Diego CA (Contracting)**

*Senior Technical Writer and Special Projects for Leadership*

**6/2014- 3/2016**

### **Product Infrastructure Data Services – ServiceNow PaaS and SaaS to an end-to-end internal IaaS**

- Wrote and managed documentation and training needs for software engineer audience to support the product infrastructure team's customized ServiceNow hosting demand management, asset management, and change and release management applications.
- Managed UAT, training and product roll-out for new customized ServiceNow hosting demand tool from budgeting to provisioning, through decommissioning within 3 weeks.
- Updated SharePoint and managed all communication for projects.
- Provided Visio diagrams of ServiceNow workflows for ticket and other processing.
- Responsible for managing cloud-based internal IaaS initiative shift for the development team in conjunction with ServiceNow implementation.
- Worked with senior leadership on reports and other materials in support of infrastructure purchases and management. Supported key initiatives, communicated with stakeholders, and broadcast key events upon request by senior management.
- Collaborated with various project managers to deliver documentation, assist in project task tracking using JIRA, aid in developing requirements, provided IT governance, etc.
- Wrote engaging monthly metrics bulletins for all of Product Infrastructure and won an achievement award for making them entertaining.
- Managed several team SharePoint sites, Confluence wikis, and other documentation repositories for our teams, responsible for cloud migration and other tasks.

### **Training Projects**

- Created and led ServiceNow report training for a request to hosting demand management application to over 100 software developers.
- Provided training to support management for team development check-in initiative to align with change management requirements.
- Responsible for all written and most webinar-based training for developers who were transitioning from QuickBase to ServiceNow Hosting Demand IaaS system.

### **ServiceNow (IaaS and PaaS)**

- Responsible for process improvement, documentation, and training for Software and Hardware Asset Management and the Product Catalog.
- Updated API documentation for customized ServiceNow modules.
- Documented API and updated contents of the CMDB module.

### **TurboTax Infrastructure Project**

- Wrote provisioning documentation so developers could provision 15,000 new servers for a TurboTax infrastructure isolation project. Also worked on second phase of project where we moved secondary systems to Amazon Web Services (AWS). Worked in a war room environment, updated documents daily with latest learnings, and published nightly to India, so project was transitioned between continents and worked on a 24/7 basis.
- Created DevOps checklists and other material to make routine job tasks easier to track.
- Developed onboarding materials initially for use to fast onboard contracts for this project but turned that into onboarding all software developers in larger infrastructure group to give them day one ability to access tools and technology to hit the ground running.
- Documented processes for creating test environments using AWS, pulling usage information for billing various teams, and onboarding training for all teams to use virtual servers, load balancing, and . Documentation included using the Web Console, Command Line Tool, and the IDE.

Hired to develop documentation for five customized software systems as a pre-purchase requirement by Novartis Corporation. They had customized applications and their architectural and other documentations had not kept up with changes. The sale wouldn't be final until auditors signed off on the documentation. I succeeded in having signoff done in 3 years instead of the five years that were expected. They were delighted.

#### **Training**

- Created complex lab coding training material to help with CPD coding for new hires and co-led the first class to train new hires.
- Developed a version that could be done when a class was not available to be done in person.

#### **Business Process Improvement**

Led process improvement meetings (with C-suite management), collected, and created process diagrams for current and future states for Revenue, Finance, Billing, and Collection departments. These led to streamlined billing processes to facilitate monetary and time-saving improvements.

#### **Documentation**

- Reported to VP of Revenue. Worked on special projects by request with other leadership. Worked closely with Director of Accounts Receivable to capture processes and document procedures for staff training using WebEx.
- Created a highly customized RoboHelp documentation repository for customized and integrated Medical Billing, Cash Posting, Collections, and Managed Care software systems to help the company pass a rigorous post-acquisition financial audit in under 3 years instead of expected 5.
- Created Visio diagrams showing relationships and workflows for all applications. Made many of them with hotspots that linked to specific instructions, key processes, and other relevant documentation.
- Linked the documentation system to auto-update documents so new system required minimal updating.
- Integrated Salesforce CRM into application to assist Billing team in locating specific doctor contact details from within the customized help system.

#### **Intuit, Contracting, San Diego, CA (Contracting)** *Instructional Designer and Learning and Development Program Manager*

**2008 –2010**

#### **Program Management**

- Responsible for a multi-million-dollar learning and development budget. Created and signed off on POs to purchase courses, meals, and other materials needed to create a great internal customer experience for developer education.
- Established a program to train and transform all desktop programmers in India, US, and Canada to web-based developers within 3 years.
- Pushed out training initiatives to increase the technical baseline of all employees by rolling out small bits of learning that were easily comprehended to optimize usage of existing tools. Rolled out SafariBooksOnline.com to developers and eventually to the entire company and worked with vendor to provide training.
- Interacted with vendors and Intuit managers to define, design, customize, and schedule technical courses for software engineers, architects, and other technical audiences.
- Worked with vendors to offer social learning and collaborative tools to improve offerings to engage software engineers and promote productivity.
- Designed and implemented a global Agile training initiative to provide three levels of training: leadership, managers and product owners, and developer teams with Agile knowledge/skills. Rolled it out to approximately 600 managers and employees in US and Canada.

#### **Training**

- Developed operations training for new data center migration and use.
- Used skills in video editing, HTML, and other web development tools to modify WebEx presentations and to create new courses.
- Developed online help file of acronyms and terms using RoboHelp.
- Created and edited wikis to give easy access to new documentation.
- Used LMS to schedule new course offerings.
- Managed learning portal and scheduled new technical offerings for software developer audience

#### **SharePoint Work**

- Updated SharePoint site to add new offerings, modify pages, and to add new functionality to the site.
- Provided training to team to use SharePoint site for managing and delivering training.

#### **Intuit Inc., San Diego, CA** *Senior Trainer/Instructional Designer/Technical Writer/Program Manager*

**Training and Instructional Design**

- Managed training, documentation, and promotion of various developer initiatives.
- Performed as a senior instructional designer, developed cross-functional needs assessment and requirements for multiple business units.
- Created online training using Captivate, Photoshop, Premier, SharePoint Designer, CSS, RoboHelp, and other tools.
- Authored online help, online tour, and other training for a new developer community to promote developer productivity and social interaction (Frictionless Reuse Initiative) using the Agile process.
- Developed new processes (using WebEx and audio recording tools) to create technical training and reduce SME time in the development, review, and implementation phases.

**Program Management**

- Facilitated 3-day technical conferences in multiple cities to promote our customized IT platform for use in rapid development of new business offerings. Responsible for program recordings, updating links to materials on web site as well as managed the event.
- Facilitated, moderated, and managed yearly company developer event in two cities on both coasts. Worked with developers to refine their presentations, created PPTs, provided video, facilitation, moderation, and other support as needed to produce the event.
- Managed a small team to procure needed materials required for all stages of the conferences. Managed the PO process to order supplies for all stages of the event.
- Built workflow diagrams, training courses, e-learning, job aids, online help systems, and webinars to improve onboarding software engineers at Intuit.
- Documented processes for creating test environments using AWS.
- Marketed our developer events using internal web sites, email lists, and other methods to create a well-attended event in multiple cities.

**SharePoint**

- As an assistant SharePoint site administrator, created new pages, added and updated web parts, and updated the master styles using CSS. Created procedural online help using RoboHelp.

**SAIC, San Diego, CA (Contract)**

2005-2007

*Senior Instructional Designer and Project Manager*

Several contracts with defense contractor SAIC (5) providing instructional design deliverables for several projects, including:

- Used PowerPoint, Captivate, Premiere, and other authoring tools to develop online and standup training courses.
- Performed needs analysis, documentation, and created project plans and training curriculums for financial and IT applications.

**ServiceNow (PaaS)**

- Created, scheduled, promoted pre-rollout communication, training signup, and other event-related scheduling.
- Developed, scheduled, and rolled out training and documentation for the ServiceNow Purchasing application.
- Assisted in testing the Product Catalog before releasing documentation and training.

**Project Management**

On another project, SAIC was moving their accounting applications to Tennessee. This project was very sensitive as people were losing their jobs and had to show me what they did so their replacements could be trained. I was the only one allowed to work onsite with the employees.

- Acted as Project Manager and content developer for project where Accounts Receivable employees were losing their jobs in San Diego and developed 35 training-the-trainer courses in 10 weeks so new employees in Tennessee could be trained for new roles.
- Managed a team of 4 instructional designers who would take my project notes and create a draft of training that I'd then edit and work with the trainer on delivering.

**Intuit Inc., San Diego, CA**

2003-2005

*Senior Instructional Designer*

- Senior instructional designer and trainer for IT team, and assisted other business units with HTML, writing, and training needs.
- Created novice, intermediate, and developer-level web-based training courses using Word, ViewletBuilder, Captivate, and other tools.
- Saved \$2.5 million with a system to use vendor vouchers for internal training for software engineers before they expired.
- Supported call center knowledgebase with articles, Visio diagrams, and workflows, creating consistent keywords and keyword tools to improve search.
- Developed usage and asset management training for Remedy implementation.

Taught the following courses for the Technical Communications Certificate Program:

- Advanced Microsoft Word
- RoboHelp
- Word Tips & Tricks for Technical Communicators
- Documentation Project Management
- Writing for a Technical Audience
- Writing Online Documentation

**Various Contracting Opportunities in San Diego, CA and Seattle, WA**

Prior to 2003

Contracting projects as a project manager, instructional designer, editor, program manager, and technical writer for companies such as:

- Avnet Memec
- Intermec/Honeywell (3 contracts)
- Microsoft (15 + contracts)
- Steyer & Assoc. (4 contracts)
- Cardinal Health Med Systems
- Intuit (5 contracts)
- Microsoft Press
- Vopak/Univar (7 contracts)
- Coca Cola (Winery division)
- Lynx Medical Systems
- Qualcomm Technologies
- WinWriters/WritersUA (12+ yrs.)
- Hyperlynx Line Simulations
- San Francisco Chronicle

**Web and Online Help**

- Created web-based courses, train-the-trainer sessions, and other materials for audiences at all levels, from end-user audiences to software developers and engineers.
- Wrote content for and created an online help system for CPT codes used for medical billing and clinical documentation.
- Developed custom online help content for accounting applications, including: Purchasing, A/R and A/P, G/L, and Currency Conversion modules in JD Edwards ERP system.
- Edited documentation for MSDN, Microsoft Press, and other companies. Worked with external vendors to schedule training and perform pre and post-training assessments.

**Microsoft Corporation (Contracting)**

Writer, Instructional Designer, Online Help Developer

1987-2007

Worked at Microsoft in various capacities on 15 contracts. My first contract was as an editor and later writer on the Windows 3.1 SDK. My main responsibility was a 561-page reference guide. I worked on many projects over the years including Microsoft Office documentation and online help, was part of an internal web development team, and worked in various other capacities.

**Writing**

- Edited and wrote portions of the Microsoft Windows SDK, API, Word, and DOS User Guides.
- Responsible for content accuracy in the Windows API documentation.
- Created Visual Basic 4 developer training at Microsoft.
- Wrote manuals and created online help systems using RoboHelp.
- Developed an interface and created documentation for online content management software.
- Wrote APIs for an XML-based web application, online help, and documentation for a web-based laboratory management system (LMS). Reworked three online interfaces using Visual Basic.
- Wrote and implemented projects involving installing medical devices.
- Worked with renowned online help expert (Joe Welinske), assisting at trade shows, public speaking, writing chapters in two of his books, and providing other marketing and technical assistance.
- I was the first technical writer to write about Visual Basic Scripting and ActiveX technologies. In chapter 13, I described how ActiveX components worked with HTML for a book called "[HTML in Action](#)." I was a contributing writer in this book on advanced web page design.

**Instructional Designer and Training**

- Designed and created an online university for support techs to provide escalated support for mobile devices.
- Worked with SMEs to develop mobile and platform training for call center escalation.
- Developed financial and data warehouse (Hyperion) courses for a large defense contractor.
- Produced medical coding training materials and helped train employees.
- Developed financial and data warehouse EDI process diagrams.
- Led introductory courses at Steyer and Assoc. for technical writers on how to transition into instructional design roles.

**Project Management**

- Assistant Project Manager for ServiceNow Implementation of Hosting Demand Management Project. Backed up the FT PM, ran meetings, gathered functional requirements, updated meeting notes, sent out communication updates to team, ran UAT, ran stakeholder meetings, updated Project, and provided other needed support for team. PM was overcommitted, and as I had experience, they enrolled me in doing this work in addition to the other roles I was already doing for Intuit.
- Project management for the Microsoft internal web group, Word, Windows, and other groups. Edited web pages, wrote internal online help systems, programmed in Visual Basic, VB Script, and CGI/Perl. Managed two contract web developers.
- Project manager for a team of 5 technical writers developing products, documentation, and training for a military contract. Represented the company at quarterly meetings on base.

**Software Development**

- Worked as an implementation consultant, adding customization to IBM applications (mostly DMAS and CMAS) after they installed new IBM systems.

- Designed and implemented custom financial applications (A/R, A/P, Payroll, Job Costing, and G/L) for a variety of corporate customers in the financial, winery, banking, manufacturing, and construction industries. Developed interfaces, applications, and training for many contract customers in a variety of industries.
- Developed software to track adverse reactions to medical injections.
- Developed custom financial applications for companies such as Coca Cola, Goodwill Industries, The San Francisco Chronicles, Apple, and other companies.
- Supported many companies in installing updated tax files for payroll taxes each year.