
Experience

- 2001 - Present **t2a Communications** International (Europe, Bulgaria, Japan, Australia, USA)
Owner / International Technical Documentation Consultant
- Developed a system to publish client-specific documentation in print and online help
 - Converted Robohelp and Word documentation (600 pages) to single-sourced XML (DocBook)
 - Worked with Japanese engineers to write English XML documentation (500 pages) for printers
 - Coordinated Sarbanes-Oxley audit documentation for multi-national media company
 - Wrote and presented papers on international communication at international conferences
 - Converted 300-page application installation guide from machine translation to US English
- 2002 - 2003 **Tridion** Amsterdam, The Netherlands
Senior Technical Writer
- Led documentation efforts for software interface development team (seven nationalities)
 - Gathered information from engineers, functional specifications, and development meetings
 - Maintained user guide, online help, and API documentation for software updates
 - Managed localization of user guide and online help into five languages (20% cost savings)
- 2002 **Quantum Digital Solutions** Camarillo, CA
Senior Technical Writer
- Created complete product documentation set; setup, user, and administration guides
 - Established company standards for formatting, terminology and style
 - Edited professional white papers for scientific staff
 - Designed and maintained company website
- 2001 - 2002 **j2 Global Communications** Hollywood, CA
Lead Technical Writer
- Designed and managed company intranet using XML to print to PDF and HTML
 - Published internal and external product guides, including administration guides and APIs
 - Gathered customer frequently asked questions to improve user guides
- 2000 - 2001 **Digital Boardwalk, Inc.** Santa Monica, CA
Lead Technical Writer
- Created a user guide and training materials of a web application for an international client
 - Wrote and published an administration guide for a gaming website's complete functionality
 - Produced security documentation for a multinational corporation (650 pages, five books)
- 1998 - 2000 **Trident Data Systems / E-Certify** Los Angeles, CA
Technical Writer
- Wrote security policy documentation for a pre-IPO client, the client successfully went public
 - Compiled network security analysis reports, including detailed network diagrams
 - Formatted and edited 1,000-page Public Key Infrastructure administration documentation
 - Managed security assessment reports for government contractors, requiring security clearance

Education

- 1991 - 1996 University of Washington Seattle, WA
Bachelor of Science, International Communication and Technology

General Information

- Speaker for International Technical Communication seminars (USA, Australia, France, Italy)
- Languages: English – native, French – basic (continual study), Spanish – basic, Japanese – basic
- Senior member of the Society for Technical Communications
- Professional, educational, and cultural exchanges to Japan, the United Kingdom, New Zealand, and France
- Company website URL: <http://www.t2acommunications.com>