

WritersPlus

UX Content, User Research, and Technical Publications Services

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<http://www.writersplus.com/Samples/Index.html>

Summary

- Over thirty years of experience in content strategy and development, user interfaces, technical writing, and user research at companies like Symantec, Apple, Hewlett-Packard, Adaptive Insights, and Juniper Networks.
- Extensive cross-functional experience working with specialized teams in product management, interaction design, quality assurance, technical support, and engineering.
- Motivated team player who looks for better ways to solve problems and improve the user experience.

Employment History

Consultant

- Writers Plus, San Jose, CA (December 1989 to Present)
 - Founded a successful independent consulting business that specializes in UX content, user research, and technical publications services.
 - Responsible all for all aspects of the business including accounting, marketing, and customer support.

Senior Technical Writer

- Palo Alto Networks, Santa Clara, CA (May 2016 to March 2017)
 - Wrote technical documentation and interface content for the company's VPN and SaaS security products.
 - Participated in the department transition from FrameMaker source files to an XML content management system.

Principal Information Developer, User Researcher

- Symantec, Mountain View, CA (April 2013 to May 2016)
 - As a member of the Trust Services UX team, I collaborated with product designers and stakeholders to create UX content and designs for new and legacy software products.
 - Managed a variety of user research projects for the Certificate Intelligence Center team. Created research plans, conducted research sessions, and summarized research findings. Championed UI changes based on the results.
 - Created UX specifications and Axure mock-ups for a series of load balancer integrations, including Citrix NetScaler, F5 BIG-IP, and A10 AX Series.
 - Established and lead the UX Customer Advisory Board.

Manager, Technical Publications and Training (July 1981 to December 1989)

- Managed technical publications and training organizations for a variety of start-up companies including Quickturn Design Systems (merged with Cadence Design), Stratacom (merged with Cisco), and Daisy Systems (merged with Mentor Graphics).
- Responsible for all phases of the publication and training process including research, writing, and distribution. Duties included all staffing, budgeting, and scheduling.

Education

University of California at Berkeley BA, Mathematics, 1978

Keywords

UX, user experience, user research, customer advisory board, usability, conceptual design, information architecture, interaction design, wireframes, prototypes, content strategy, UX content, technical writing, training, Agile, JIRA, Waterfall, SSL, XML content management, document templates, SaaS applications, cloud applications, EDA, security, networking, Adobe Illustrator, FrameMaker, Perforce, Vasont, X-Metal, Framemaker, RoboHelp, Axure, Adobe Experience Manager, Mindtouch, Survey Monkey, network equipment, VPN networks, firewalls, API guides, online help, user guides, installation guides, mobile devices, web-based learning, installation wizards, Mac OS, iOS, Windows, UNIX, LINUX

Society for Technical Communications Awards

1998 Northern California - *Award of Merit, Hewlett-Packard D640 Online Library*

1998 Northern California - *Award of Merit, HP D640 Enhanced Features Manual*

1996 International - *Award of Merit, AppleVision 1710 User's Guide*

1995 Northern California - *Award of Distinction, AppleVision 1710 User's Guide*

1993 Northern California - *Award of Excellence, Getting Started, FM Ventura Filter*

1993 International - *Award of Merit, Learning FrameMaker, Open Look*

1992 Northern California - *Award of Excellence, Learning FrameMaker, Open Look*

1990 Northern California - *Award of Merit, Adobe Type Manager User Guide*