

TECHNICAL & BUSINESS COMMUNICATIONS SPECIALIST

SUMMARY

Results-oriented technical information developer with proven track record in developing and managing a variety of documentation projects for diverse organizations. Strong background in technical communications, information research and analysis, product and project management, and business technology. Proven strengths in meeting goals and producing bottom line oriented team efforts through excellent interpersonal, motivational and communication skills. Consider the following:

- Proficient in the use of leading content development tools and technologies.
- SharePoint site development and administration.
- Proficient in instructional and persuasive communications.
- Proactive, upbeat, professional, and fun team player/leader.
- Customer/market proponent and advocate.
- Ability to learn complex information quickly.
- Ability to synthesize, design, and map information into practical mediums that promote optimal use.
- Ability to identify end-user requirements and define appropriate language, format and graphics.
- Ability to effectively integrate into existing product development and business teams.
- Ability to meet production schedules and budgets.

PROFESSIONAL EXPERIENCE

SYMANTEC CORPORATION (formerly Veritas Software), San Luis Obispo, CA (2002–2007)
Data & System Management Group (DSMG)

I supported the Data and System Management Group (DSMG) that developed world-class data protection software for enterprise markets. In 2006, Veritas merged with Symantec Corporation to become the fourth largest software company.

Senior Information Developer – Product Management

Largely self-directed responsibilities were in managing, coordinating and distributing the vast amount of information of the 35-member DSMG Product Management and Marketing Management teams.

- Integrated as member of core Product Management team responsible for defining knowledge resources and product feature requirements for leading data and system protection software based on detailed market analysis.
- Analyzed Customer Visit reports and validated findings through broad surveys to identify primary customer issues, needs and wants that resulted in feature requirements for major product releases.
- Managed development of nearly 40 White Papers that required completion prior to product release, which included content development, formatting and structure, technical editing, and corporate branding.
- Identified and organized business unit (Product Management) processes and cross-team organization.
- Developed and maintained internal SharePoint site for the DSMG Product Management and Marketing Management teams for distribution and collaboration of critical product information, which included periodic success surveys and guideline newsletters.

- Created comprehensive knowledge database of all resources pertinent to the complete line of DSMG products including distinct customer feedback and competitive resources.
- Assumed primary responsibility for developing and managing a comprehensive *Windows Protection Yellow Book* that highlighted the best practices for installing and using critical Symantec products collectively.

Senior Information Developer & Documentation Manager – Technical Publications

Responsibilities were primarily related to developing quality documentation deliverables for end-user consumption and ensuring documentation projects were always in alignment with the overall project plans.

- Managed and co-developed comprehensive end-user technical manuals, online Help and training materials for world-class data protection software.
- Evaluated and coordinated product feature and function terminology across multiple teams and groups.
- Implemented sound Project Management technologies as Documentation Manager that resulted in critical inputs and updates to the overall project planning.
- Completed all documentation projects on-time and within budget, and provided sufficient lag to volunteer for and draft Global Procedure Guidelines for Symantec's Technical Support for which I received Symantec's Gold Star Award.
- Participated in critical document format, structure and style decisions to upgrade documents to common branding following merger between Veritas Software and Symantec Corporation.

HEWLETT-PACKARD, AGILENT TECHNOLOGIES, NEXT LEVEL COMMUNICATIONS Santa Rosa, CA (1994–2001)

Santa Rosa, California is referred to as Telecommunications Valley, and is home to many of the largest telecommunications companies. As a contract information developer, I routinely serviced many of these organizations on a variety of technical projects.

Senior Technical Writer (Contract) – Various Telecommunications Companies

Responsibilities included identifying project deliverables and content, gathering content through interviews with subject matter experts, developing document content and some technical illustrations, ensuring that documents conformed to corporate standards, obtaining technical and editorial reviews, and in some cases coordinating final delivery with publishing units.

- Integrated as a responsible member of Hewlett-Packard's SRSD and Agilent Technologies' SGDU custom systems writing force, and ultimately assumed the work of the prior five team members.
- Project documentation included a series of user manuals for sophisticated satellite test systems, telecommunications, and manufacturing systems.
- Participated in upper management committee to define and document worldwide policies and procedures for the System Generation and Delivery Unit (SGDU) Program Managers of Agilent Technologies.
- Served as judge for several years in the Society for Technical Communication (northern California) *Touchstone* technical writing competition.
- Received second place in northern California STC *Touchstone* competition in *Non-Computer, Hardware References* category.

EDUCATION AND TRAINING

Engineering Geology – San Diego State University

Senior member – Society of Technical Communications

Board of Directors, STC – San Luis Obispo, CA Chapter

Certified Product Manager – Pragmatic Marketing, Inc.

Member – Project Management Institute

Numerous Technical and Professional Seminars and Workshops