

# Mary Ann Stacy Howell

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## Qualifications Summary

### **Management skills**

Team support and training

Best practices for managing the life cycle of technical information

Budget creation and management

Project scheduling and tracking

### **Software skills**

FrameMaker (certified expert)

XML, XSLT, DITA

MadCap Flare

Acrobat (certified expert)

MS Office Applications

RoboHelp

Dreamweaver

MS SharePoint

JSDoc, Sandcastle API Tools

PHP and MySQL

Microsoft Visual Studio

PhotoShop

### **Information specialist skills**

Information architecture

Document design

API reference material design

Database design

Minimalist writing

Training courseware design

Web-application design

Web-site design

Content-management planning

## Experience

Hikari Publishing, Aliso Viejo, CA

2018 – Present

**Consultant:** (Principal) Design custom XML-based documentation solutions. Analyze corporate information and create structured taxonomy sets. Create API documentation methods that harvest comments in code to create end-user guides. Design CSS for web page templates. Convert and publish eBooks.

ActivePDF Inc., Laguna Niguel, CA

2014 – 2018

**Documentation Manager:** Managed the technical communication department. Led, trained, and mentored staff. Produced all technical documentation, including software release notes, user guides, API reference manuals, and Knowledge Base technical articles. I was a successful team member in a fast-paced, deadline-driven environment, supporting eight product lines with frequent release dates. While in this position I designed and implemented:

- The layout and information design for all posted technical documentation.
- A process that automates the production of API reference manuals from Microsoft MSDN .Net IntelliSense, COM .idl files, and JavaScript code.
- The SharePoint intranet site for the Technical Publications department, which hosts internal technical documents, document-change request forms, style guides; and subsites for tech pub processes and projects.
- The company's Internet Knowledge Base site (using the Kentico CMS framework) that hosts brief trouble-shooting documents and FAQs.
- A Google Analytics project that tracks the user's experience while referencing our posted documents.

Kulicke & Soffa Wedge Bonder Unit, Irvine, CA

(Formerly Orthodyne Electronics)

2004 – 2013

**Manager of Technical Publications:** Led, trained, and mentored a staff of six writers, managed the department budget, and worked with vendors and customers. I designed a single-source document creation process, based on short XML topics housed in a component management system (CMS). This process produced a complex matrix of award-winning technical manuals, software-release notes, and technical bulletins published in a variety of forms, including printed manuals, PDF documents, eBooks, online help systems, and searchable libraries. I created web applications that allowed easy access to technical information from anywhere in the world; and tracked all the department projects. I also served as the Irvine site expert for the company-wide SharePoint site.

Hikari Publishing, Aliso Viejo, CA 2002 – 2004

**Consultant:** (Principal) Designed XML-based documentation solutions for Southern California companies. Created templates, provided FrameMaker training.

Cadence Design Systems, Inc., Irvine, CA 2000 – 2002

**Technical Publications Consultant:** Managed the PSpice documentation supporting PSpice (Electronic Design Automation) software. In this position I set up a single-source system to write, edit, and sign off information once, reusing the same information in many formats, including online books, web pages, and online help.

Sony Trans Com, Irvine, CA 1997 – 2000

**Senior Technical Writer, Book and Template Designer:** Wrote and illustrated brochures, user guides, illustrated parts lists, training materials, repair manuals, and online help for networked in-flight entertainment systems, following Air Transport Association (ATA) specifications. Wrote policies and procedures for ISO 9000 compliance. Designed and updated the department style guide. Designed the information architecture and templates for documents. Scheduled projects, organized archives, and oversaw print vendors.

Sierra Solutions, Sierra Vista, AZ 1991 – 1997

**Technical Writer, Editor:** (Contract positions, consultant) Created user manuals and documentation.

Inland Motor Corporation, Sierra Vista, AZ 1983 – 1991

**Electronic Design Engineer:** Manager of the linear amplifier department. Designed linear amplifier motor controls for special applications and provided support to customers. Wrote advertising copy, user guides, specification sheets, application notes, and catalogs about DC servo motors and drivers. Reviewed customer specifications and wrote qualifying tests for quality control.

## Professional Affiliations

Past First Vice-President of the Orange County chapter of the STC (OCSTC)

STC judge for international technical publication awards

## Education and Certifications

Master of Library and Information Science; Drexel University, Philadelphia, PA

Bachelor of Arts, dual major: Journalism and East Asian Studies, University of AZ, Tucson

Associate of Science in Electronics Technology, Monterey Peninsula College, Monterey, CA

Certificate in International Business Communication, Pima College, Tucson, AZ

Certified Software Trainer (CTT+) by CompTIA

## Awards

President's Award, OCSTC, 1999

Eight Awards of Excellence, STC 2004 through 2008 S. CA Technical Publications Competition

Award of Excellence, STC 2008 International Technical Publications Competition

## Articles

*FrameMaker Tips*, monthly column in *The TechniScribe*, OCSTC newsletter. Example, Page 9:

<http://www.ocstc.org/pdf/ts092004.pdf>

## Professional Presentations

*Page Layout and Design*, 1999, Sony Trans Com Training and Technical Publications Conference

*Seven Steps to Minimalist Writing*, 2003, STC International Conference

*Destination: Round Trip XML*, 2003, STC International Conference

*Creating a DocTrack Web Application with Dreamweaver*, 2006, STC International Conference