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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	MS PowerPoint
Acrobat (certified expert)	MS Word	Adobe Photoshop
Dreamweaver	MS Excel	Adobe Illustrator
PHP and MySQL	MS Visio	RoboHelp

### Information specialist skills

Information architecture	Document design	Marketing-materials design
Database design	Minimalist writing	Training courseware design
Web-application design	Web-site design	Content-management planning

## Experience

Kulicke & Soffa Wedge Bonder Unit, Irvine, CA  
(formerly Orthodyne Electronics)

2004 – now

**Manager of Technical Publications:** Successful leadership, training, and mentoring of staff in processes and techniques that produce a complex matrix of award-winning technical manuals, software-release notes, and technical bulletins. Design, create, and manage processes and tools to support single-source structured authoring and maintenance of hundreds of titles, published in a variety of forms, including printed manuals, PDF documents, eBooks, online help systems, and searchable libraries. Enable easy access to technical information from anywhere in the world. Track projects. Create and manage the department budget. Work with vendors and customers.

- Audited existing processes and information models, designed a new system
- Developed a conversion strategy: including tools, file management, and workflow
- Created a customized document tracking and component content-management system that supports topic-level organization and control of XML files
- Design the information architecture and templates for all technical documents
- Designed and built the technical-publications intranet web site
- Write and update the department style guides, policies, and procedures
- Train and work with multi-site teams in the US and Asia

Cadence Design Systems, Inc., Irvine, CA

2000 – 2002

**Technical Publications Consultant:** PSpice documentation manager, responsible for all documentation supporting PSpice (Electronic Design Automation) software.

- Managed a complex matrix of online manuals and help systems
- 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
- Designed the information architecture and templates for all technical documents
- Supervised and trained team in information design, FrameMaker, and WebWorks Publisher

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.

Hikari Publishing, Aliso Viejo, CA 1998 – now  
**(Owner) Consultant, Instructor, and Course Designer:** Teach Adobe software classes. Design templates for FrameMaker and XML-based information systems. Design information product models.

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

Senior Member, Society for Technical Communication (STC)  
Past First Vice-President of the Orange County chapter of the STC (OSTC)  
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  
Project, Time, and Team Management certifications (in-house training)

## 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:  
<http://www.ocstc.org/newsltr.asp>

## Professional Presentations

*Page Layout and Design*, 1999, Sony Trans Com Training and Technical Publications Conference  
*Single Source Secrets Using FrameMaker and WebWorks Professional*, 2001, Willamette Valley chapter of the STC, Single Source Special Interest Group  
*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