

Summary

Team player, adaptive to changing needs and objectives. Works well with others and on solo tasks. Detail oriented, consistent, attentive to polish. Eager, quick learner. Began as a paste-up artist on the hometown newspaper and found writing opportunities in nearly every job, whether providing on-line tech support, volunteering for technical edits, documenting procedures, or authoring printed end-user manuals. An avocational writer.

Computer Knowledge

Mac guru. Windows pro. UNIX enthusiast. Entered the industry in the earliest days of business micros. Trained on IBM PCs in '85, learned Macintosh later that year. First worked in UNIX in '88. Began with version 1.0 of DOS, Mac OS, and Windows, and upgraded skills at every opportunity. Current to Mac OS 8.6, Windows 98/NT Workstation.

Possesses a knack for software; productive from installation, often with only a glance at the on-line help. Appreciates good reference sources and consults them readily. Intermediate to expert knowledge of most Adobe, Apple, and Microsoft software, both Mac OS and Windows versions. UNIX experience is in using vi and custom editors, basic OS navigation, and performing file and account maintenance, via terminal and remote telnet, FTP.

Writing Experience

Apple Computer, 1 Infinite Loop, Cupertino, CA 95014 6/99–10/99

Wrote packing insert for inclusion with all seed hardware, Microsoft Word 98. Created boilerplates for requesting hardware returns, Claris eMailer 2. Authored web-based request system along with its needed databases: primary tools, BBEdit 5, FileMaker Pro 4; early mock-ups, Claris Home Page 3; simple departmental banner, Photoshop 5.5; on-line help, Microsoft Word 98; worked closely with a lateral manager to add and improve features.

Adobe Systems, Inc., 333 West San Carlos Street, San José, CA 95010 12/97–10/98

Wrote dial-up networking how-to guide for Adobe employees, Microsoft Word 6/95, converting to Adobe Acrobat (PDF) format for intranet web posting.

Apple Computer, 1 Infinite Loop, Cupertino, CA 95014 11/95–4/97

Part of a three-person team, updated approximately 200 test guidelines to ISO-compliant format, Microsoft Word 5.1a. Wrote new guidelines and new test cases for existing guidelines through first-hand observation, disassembling Mac OS components, consulting Design Center staff. Developed working template from compliance specifications.

Apple Computer, 1 Infinite Loop, Cupertino, CA 95014 3/95–10/95

Ensured all text on Apple's eWorld on-line service aligned to precise grammatical and design requirements using custom editors via Stratus terminal to UNIX host, remote dial-up connections. Converted customer-supplied graphics to Photoshop format. Developed and wrote staff training and reference manual, Microsoft Word 5.1a.

T/Maker Company, 1390 Villa Street, Mountain View, CA 94041 10/91–11/92

Major version update to end-user documentation, word processing software. Wrote new chapters and documented feature changes through observation, disassembling the application, and consulting programmers. Hand-compiled 1,500-entry index. Created diagrams, Adobe Illustrator. Provided PostScript files to service bureau; proofed final bluelines. Updated collateral materials: quick reference card, product spec sheets. Wrote end-user booklets for clip art collections, documenting use in PageMaker, QuarkXPress, CorelDraw, and other programs.

Ashton-Tate, Torrance & San José, CA 4/88–8/91

Wrote user how-to articles for quarterly support magazine. Participated in technical edits of printed manuals for major version releases of three software products. Maintained internal technical support and on-line customer reference materials.

Practical Peripherals, Inc., Westlake Village, CA 3/87–10/87

Updated modem user manual in WordPerfect 4.2 for DOS.

Haba Systems, Inc., Torrance & Van Nuys, CA 8/85–3/87

Wrote user manual addendum for personal database software in PageMaker 1.0 for Macintosh. Reviewed third-party software for Book Division.

Federal Courier, Inc., Van Nuys, CA 8/78–6/84

Wrote drivers' procedure manual on a typewriter. Experimented with BASIC programming, VectorGraphics.

Santa Paula Daily Chronicle, Santa Paula, CA 12/76–11/77

Set copy on Compugraphics paper tape imagesetter; proofread; wrote headlines; laid out pages, hot wax paste-up; edited for length, consulting columnists and managing editor.

Education

Control Data Institute, Woodland Hills, CA 4/85–8/85

Certificate, Office Technologies. Trained on Wang and Displaywriter word processors, WordStar 3.3. Learned BASIC and rudimentary RDBMS programming.

Santa Paula Union High School, Santa Paula, CA 9/72–1/76

Diploma. Editor, student newspaper, 3 years. Staff, yearbook, 2 years.

Interests

Professional

Increasing web administration and general UNIX knowledge. Maintaining skills by administering free Internet virtual-reality databases: programming in an object-oriented environment (LambdaMOO); account creation; password and permissions setting; server-side file maintenance via telnet, FTP. Webmastering private domain, <http://www.esque.com>, using PageMill 3, Netscape Communicator 4, Adobe Acrobat 4, and BBEdit 5 for manual HTML and JavaScript coding. Investigating Linux, self-paced programming courses. Increasing networking knowledge; maintaining private network of four computers, shared laser printer.

Personal

Agented novelist with two manuscripts in development and one work of non-fiction, Microsoft Word 98.

Brand and product names may be trademarks or registered trademarks of their respective companies.