

Executive summary

Writing clear materials, with superior written and verbal skills

Working from technical specifications, source materials, and software under development, and conferring with subject matter experts, I produce award-winning, clear, concise written materials that meet the needs of a variety of audiences.

Knowledge of regulations and best practices

I research and consider how relevant legislation, regulations, existing policies, and procedures influence the information products I develop. As senior member and recent president of the Society for Technical Communication Canada West Coast (STC CWC) chapter, I use up-to-date technical writing practices and communication theory.

Agile development

I have been on various types of agile development teams as my clients experiment with the optimal way to produce quality software products quickly. On my current contract I am using an agile development approach to deliver online help for a banking software product, working with a team of business analysts, trainers, subject matter experts, software developers, testers, and end users to document sets of processes as they are finalized for the business.

Writing for the web

I have been developing materials for the web, including web-based training products, since 1996. For some projects this has been the primary focus, while in other cases it has been ancillary. I currently maintain and write content for four web sites that I created.

Problem solving and analytical skills

This is an area of strength, evidenced by meeting all deliverables and deadlines, always. This is only achievable by solving problems and accurately analyzing project needs, followed by translating analysis into concrete written results.

Creating and implementing effective communication plans, combined with leadership and project management

My first project manager role was in 1996 (Xinex), when I coordinated production of user documentation and marketing materials and implemented a multi-faceted communication plan, including wizards, white papers, speeches, press releases, and presentation materials. Since then, I have produced and implemented documentation plans for most of the projects I've worked on. In a recent example of my leadership as STC CWC chapter president (2008–2009), the previously faltering chapter held 7 successful program meetings for members, the volunteer team grew from 12 to 27, and the chapter won a Pacesetter award for our innovative use of technology.

Knowledge management

I assisted Dynapro Systems to capture the organization's personnel knowledge, processes, and practices, producing a 1,200-page manual of enterprise-wide systems.

Information architecture

Structuring and organizing complex information to make it accessible is a challenge that I enjoy; in a recent project I organized the content in 20,000+ files into user manuals and online help that was easily accessible from a few menu items, with a common organizational structure and "look and feel" across the various documentation pieces that helped users quickly find what they were looking for.

Working independently and as part of a team, with excellent interpersonal skills

I have a high degree of self-motivation that helps me be extremely productive when working independently, and excellent interpersonal skills that flourish in the dynamic interpersonal environment of working on a team. For evidence of the latter, please see the recommendations of my work on LinkedIn, at <http://www.linkedin.com/profile?viewProfile=&key=20869870>.