**SUMMARY**

Accomplished technical and technical proposal writer, business analyst, course designer and Web content writer with over 20 years’ experience in both contract and permanent positions

Solid successful proposal writing experience, landing 7 “Wins” within the last 2 1/2 years

Writes clearly, concisely and accurately, translating technical information into accurate, simple-to-understand English

Formerly Instructor of Advanced Technical Writing and Editing, Regional and Continuing Education, California State University, Sacramento

Experienced in business analysis of user requirements, work flows, creating use cases, policies and procedures

Skilled at producing computer user manuals, system documentation, proposals, training manuals, online Help, intranet and Internet sites, technical marketing materials, documentation plans and design descriptions

Creates tutorials and training courses from analysis and design, through development, implementation and evaluation

Codes in HTML, including JavaScript and CSS, with some CGI and SQL familiarity

Edits graphics in all document formats, produces attractive page layouts in all applications

**RECENT EXPERIENCE**

DIRECT TECHNOLOGY, INC, Roseville, CA, Technical Proposal Writer, 6/2013-11/2015

Prepared and edited responses to RFPs for software firm offering solutions to power and utility companies for managing customer response energy efficiency programs, including detailed technical descriptions of network configurations

Responsible for determining and assigning appropriate subject matter experts to respond to stated requirements and assembling their responses into suitable format as required by potential client

Maintained library of past responses for reuse

Received seven “Wins” within a two-and-a-half year period

Prepareed presentation slides for CEO, executive management and sales team

Edited API documentation for external customers’ use to interface with company’s product

Created user guides and configuration guides for corporate software use

PRESIDIO, Sacramento, CA, Technical Writer/Consultant, 6/2012-12/2012

Prepared and edited presentation documentation and responses to RFPs for consulting firm offering purpose-built IT solutions focusing on cloud-centered data virtualization

Interviewed subject matter experts to create descriptions and diagrams of proposed network hardware and software to meet customer requirements

SONY COMPUTER ENTERTAINMENT of AMERICA, Foster City, CA, Technical Writer/Consultant, 6/2012-12/2012

Created system level configuration documentation for Oracle installations in a cloud-based environment

Prepared run books and installation instructions for Linux-based server setup

OFFICE of SYSTEMS INTEGRATION, STATE of CALIFORNIA, Technical Writer/Consultant, 4/2012-3/2013, as needed

Created procedural documentation and system level configuration documentation for Statewide Imaging Fingerprint System to describe and maintain system upgrade

CALIFORNIA PUBLIC EMPLOYEE RETIREMENT SYSTEM, STATE of CALIFORNIA, Technical Writer/Consultant, 2/2012-3/2012; 8/2012-9/2012

Created matrix to summarize and assist in evaluating prospective bidders’ competitive advantages for data warehouse/business intelligence product offerings

Commented SQL and SQR scripts to mask personal identifying data allowing anonymity in testing

DEPARTMENT OF MENTAL HEALTH, STATE of CALIFORNIA, Technical Writer/Consultant, 8/2010-6/2011

Created Strategic Plan documentation for distribution by department to state legislature and major stakeholders using Adobe InDesign

VICTIM COMPENSATION AND GOVERNMENT CLAIMS BOARD, STATE of CALIFORNIA, Technical Writer/Consultant, 1/2009-12/2009

Reverse-engineered multiple Oracle, DB2 and SQL Server databases to create data dictionaries for web-based applications in order to meet audit requirements

Created reports analysis dictionary, describing available system reports and enabling improvements

CALIFORNIA EMERGENCY MANAGEMENT AGENCY, STATE of CALIFORNIA, Technical Writer/Consultant, 10/2008-12/2008

Documented server setup and created installation guide for Response Information Management System, a server providing web-based real-time access to governmental emergency response systems

CALIFORNIA PUBLIC EMPLOYEE RETIREMENT SYSTEM, STATE of CALIFORNIA, Technical Writer/Consultant, 6/2008-10/2008

Documented Telecom Assessment Project, an analysis of current agency telecom environment and industry trends, recommending future upgrade directions to include VoIP, SOA and the merger of telecom, data and applications

DEPARTMENT OF JUSTICE, STATE of CALIFORNIA, Technical Writer/Business Analyst/Consultant, 11/2007-5/2008

Wrote system administrator use cases for renovation of Violent Crimes Information Network, a Java-based web application used for public information and law enforcement

CALIFORNIA PUBLIC EMPLOYEE RETIREMENT SYSTEM, STATE of CALIFORNIA, Technical Writer/Consultant, 4/2006-10/2007

Documented software design, architecture, testing procedures, database design and security requirements for a service oriented architecture development project to update entire system infrastructure

**EDUCATION, PROFESSIONAL ACCOMPLISHMENTS and PUBLICATIONS**

MA in Hebrew Literature, Hebrew Union College

BA with Honors, English, Kenyon College

Society for Technical Communications, Sacramento Chapter, past-president, 1998-99; received special award for Distinguished Service, February, 2001