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Summary

Professional writer with extensive experience in high-tech, financial, healthcare, and manufacturing industries

Education

Rensselaer Polytechnic Institute, B.S. in Communication, MBA Studies at Babson College

Recent Marketing Writing

Company	Type	Examples
Cabral Communications	B2B High-Tech Agency	Tech Brief: "5 Misconceptions about Composable Infrastructure" (for client), July 2017 White Paper: "Virtualization Services" (for client), Aug. 2017 Several Backup and Disaster Recovery Solution Blogs (for client (Sept 2017-Jan 2018): <ul style="list-style-type: none">• Blog: Ensuring Your Data is Intact and Ready When You Need It Most• Blog: How to Prevent Technical Issues from Interfering with a Successful Backup• Blog: How Do You Know if Your Backup Is Secure?• How Can I Manage a Full-Time Disaster Recovery Effort on My Part-Time Budget?
NE Docs	Document Management Service Provider	Service Page: Accounts Payable (AP) Automation Blog: Higher Education's Solution to Document Management is Going High Tech Blog: Rescue Your HR Department from Drowning in Paper Forms Blog: Retail is Going Paperless
Pucuda-Leading Edge	Manufacturer of Netting Products	Blog: Major Theme Parks are Betting on Netting for Fun and Safety Blog: Pucuda Brings Netting Expertise to Water Parks Across Country Blog: Pucuda Shares Expertise at Recreation and Park Association Conference
Studio141 (Agency: Charmlab)	Photography and Prepress Creative Group	Web content: Case Study (Gere), pages (e.g., About Us, Our Services)
Hero Healers	Healthcare	Web Content: Telemedicine and Ask-a-PT pages

Company	Type	Examples
Pro Technologies, LLC	Security and Safety Alarm Company	Web content for service pages

Published Articles

<i>CEOWORLD Magazine</i>	“Behavior Analytics – Moving Beyond Signature-Based Malware Solutions”, Oct. 2017
<i>CyberDefense Magazine</i>	“Ransomware: Not Your Typical Threat”, Nov. 2016
<i>Training Magazine</i>	“Concord Group Insurance: Turning to the Web”, Sept. 2007
<i>Workforce Management:</i>	“Feature: Liberty Mutual”, Nov. 2007

Additional Writing Experience

Logic Supply

Industrial and Embedded Computers & Components

Contract 10/17

Write user guide for new motherboard/BIOS, listing all specifications, descriptions, and parameter options.

Cabral Communications

B2B content creation firm for technology industry.

Contract 7/17-12/17

Write technical marketing content for clients, including:

“Blog: Ensuring Your Data is Intact and Ready When You Need It Most”

“Tech Brief: 5 Misconceptions about Composable Infrastructure” (for WEI), July 2017

“White Paper: Virtualization Services” (for ARRIS), Aug. 2017

Sig Sauer

Manufacturer of firearms

Contract 1/17–present

Write/edit online Help system and training materials for Continuous Process Improvement group to support Agile Product Lifecycle Management solution and supporting modules (e.g., PPM, QPM), to be used by all manufacturing Project Managers and team members. Document Java event workflows.

Projects: Agile User Help, Admin Help, Standard Work Help, EBS User Help, EBS Admin Master Setup.

Lighttower Fiber Networks

Provider of custom, high-capacity network services

Multiple Projects

Contract 2

8/15–1/17

Manage documentation projects for CRM, Design and Construction, and Provisioning Services groups

Manage writer and editor resources by assigning writing, discussing document structure and schedule, and providing access to style guide, stakeholders, VPN, writing tools, and customer applications

Interface with the Project Managers for status, timeline, and change management

Advise writers and managers on publishing best practices

Manage document cloud storage and shares

Contract 1

1/13–8/15

Rewrite employee user guide for company CRM to reflect all departmental workflows

Interface with the Project Managers for status, timeline, and change management
Advise on publishing best practices
Manage document storage on company servers

EMC-RSA

Developer of Security, Compliance, and Risk-Management Solutions

9/12 – 9/16

Document all RSA solutions for malware and threat analysis and remediation, intrusion detection, and prevention of loss of data, as well as user enablement and checklists for ensuring compliance and successful audits.

Upgrade and write documents to support RSA Professional Services consultants deploying services to customers for **RSA Archer GRC, NetWitness Logs/Packets/Endpoint, SecurID, SECOps, ACD, and IR solutions**

Research technical guides, interview SMEs, and post content to content management system libraries for access by Sales, Customer Support, and Partners

Write customer enablement collateral

Manage archive, and internal and external-facing content libraries

Tag and promote all content assets for easy access by target audiences

SimpliVity

Provider of hyperconverged infrastructure for virtualized workloads

4/15 – 8/15

Write online help, quick reference guides, and training content for Global Customer Support personnel

Interview developers and Customer Support personnel for details about product releases and troubleshooting

Participate in software release knowledge transfer sessions presented by developers for planning content development

Create content publishing templates and processes

Work with UX designers for knowledge base portal design and uploading data/content

Savviz, LLC

Consulting group for Korean technology companies

4/15 – 10/15

Document definition of network policies and user roles for monitoring all devices and users on the network and enforcing network access.

Edit marketing collateral on company leadership, and mission, products

Create online user and concept guides to support Geni Networks' Network Access Control solution

Work directly with the CTO to identify and document system components, best practices, and deployment and configuration procedures

D-Scape Interactive, LLC

Developer of e-media tools

2/15 – 3/15

Edit training module for Siemens Fire Alarm systems and create associated script

VFA

Developer of capital planning, reporting and analytical tools for real estate management

8/14 – 10/14

Import existing Word documents into AuthorIT system for online distribution

Create single-source content to support Data Manager Tool and APIs

Nexaweb

Provider of rapid development software for creating mobile, tablet, and web applications

8/14 – 10/14

Edit and rewrite web-based tutorial, design, administrator, and developer guides for mobile development tools

Harvard University

Library Technology Services

6/14 – 8/14

Migrate content from existing wikis to a centralized Confluence wiki

Document library system architecture and Disaster Recovery Plan

Clean Harbors

Provider of environmental, energy and industrial services

11/13 – 12/13

Assist internal auditors and accounting firm with documenting all supporting for successful SOX audit.

Write narratives for SOX 404 filing, documenting integration of financial data from acquired Safety Kleen to Clean Harbors financial systems

Interview engineering consultants building the databases and migrating data

Work with internal auditors to ensure all controls were documented to ensure successful audit and report filing

Fidelity IWS

Financial brokerage

6/13 – 2/14

Write internal and client-facing documentation to support APIs and cloud-delivery of client integrations

Interview API and enterprise security gateway development teams about features, concepts, and deployment best practices

Kronos

Manufacturer of workforce management software

6/12 – 8/12

Document Kronos Cloud Hosting solution infrastructure

Advise new datacenter staff on development of knowledge base to support Customer Support

Bradford Networks

Manufacturer of Network Access Control Solution

All writing was geared toward documenting how tos and best practices for network security, including ensuing regulation compliance (e.g., PCI, SOX, HIPAA)

Multiple Projects

Contract 3

6/15

Document Professional Services best practices for on-premise and hosted installations, and upgrades

Contract 2

9/09 – 4/12

Revise knowledge base for Salesforce upgrade

Redesign customer and partner portals

Migrate content between Salesforce and hosted portals

Design and write elearning programs and web-based, on-demand Brainshark presentations for employees, customers, and partners

Create content for Salesforce email campaigns to support new service offerings

Mine data from Salesforce Sales opportunities and case management records for content development

Design Customer Support call center workflow

Contract 1

1/08 – 5/09

Create and improve knowledge base content

Mine cases and interview SMEs to write, edit, organize, and format internal and customer-facing solutions. Improve access to alerts, how-tos, documentation, solutions, and cases, and greater awareness/use of the knowledge base by internal personnel, customers, and partners

Propose single-source, on-line Help solution for print and HTML publishing

Design a training program for administrators and train-the-trainers

Write Professional Services collateral

Scribe Software

Developer of no-coding solutions for integrating application, data source or SaaS platform

7/09 – 09/09

Update and add online Help content to its Insight product

Write a “Getting Started” guide for Partners that included tutorials, product overview, and strategy for common customer scenarios

Concord Group Insurance

Brokerage for auto and property/casualty insurance

9/04 – 8/15

Create system documentation to support migration of all insurance systems from mainframe to .NET environment, including policy administration, claims, billing, bank applications, data warehouse, and portal administration

Upgrade documentation to reflect Change Management

Adapt documentation control for Agile Scrum environment

Health Dialog

Developer of web-based healthcare information systems for the health insurance industry

2/07 – 5/07

Coordinate and deliver all documentation and knowledge transfer collateral to support web-based Patient Health Record project and Patient Health Assessment project

Develop a documentation plan to satisfy SOW deliverables

Interface with Subject Matter Experts to retrieve and edit documents, write missing documentation, and post all to SharePoint for easy team retrieval, signoff, and delivery

Fallon Clinic

Leading healthcare company in Central Massachusetts

2/03-4/03

Research and write policies to comply with HIPAA Privacy and Security regulations.

Houghton Mifflin

Leading publisher of university textbooks

3/01 - 3/02

Write online Help system for an Internet course management system (see <http://www.eduspace.com>). Also: WebHelp for Content Management utilities, WinHelp for Microsoft Word templates for textbook authors, XML Content Reference, Best Practices Guide for Internal Use

Tecnomatix-Unicam

Leading provider of integrated software solutions for the electronics assembly industry

11/00 - 9/01

Write operation guides: Product Development Processes Guide (software development), Customer Support Processes Guide, and additional marketing collateral for European distributor