

Summary

Technical Communications Professional with experience writing and producing Hardware and Software Manuals, Procedures, and Training Materials for precision electro-mechanical equipment and control systems. Ensured all products developed in fast-paced engineering environments shipped with supporting documentation that met all appropriate national and international standards.

Technology

- Desktop Publishing Tools: FrameMaker, RoboHelp, Acrobat
- Graphics Tools: Photoshop, Illustrator, Visio, AutoCAD, ProEngineer
- Other Applications: MS Word, Excel, Power Point, Project, Dreamweaver, Agile, Arena

Experience

Technical Writing Consultant, Chelmsford, MA January 2009 to Present
PhotoDetection Systems: Created Operation and Maintenance Manuals for a PET Scanner.
SemEquip: Created Installation, Operation, and Maintenance Manuals for an Ion Implanter Source. Created CD system for on-line delivery of documentation.

Brooks Automation, Inc., Chelmsford, MA

Manufacturer of atmospheric and vacuum material transfer robots, modules, and systems.

Technical Publications Manager/Sr. Technical Writer 2007 to 2009

Performed both department management tasks (four people) and created and maintained Hardware Installation, Operation, and Maintenance Manuals and Procedures, Software User, GUI, and API Manuals, and internal Procedures.

- Maintained documentation templates and department procedures
- Distributed documentation to customers through a secure web site
- Supported localization of manuals

Senior Technical Writer 2003 to 2007

Created and maintained Hardware Installation, Operation, and Maintenance Manuals and Procedures and Software User's, UI, and API Manuals.

- As the sole writer for a Firewire based distributed motion control system for robotic material handlers worked with the software and referenced the C source files to create and maintain the document set
- Developed and maintained documentation templates to ensure consistency, resulting in high customer satisfaction and minimal third party review issues

Technical Writer 2002 to 2003

Created and maintained Hardware Installation, Operation, and Maintenance Manuals and Procedures and Software User's Manuals as a contractor through Davis Co.

- Provided process and software user training

Online Training System Administrator and Developer 2002

Developed the online training strategy and maintained the Learning Management System.

Corporate Web Manager/Web Master 2000 to 2001

Developed corporate web strategy, maintained corporate web site, and integrated division sites.

- Developed web site style guide and HTML templates to ensure consistency
- Supported the implementation of a web site content management tool

Brooks Automation, Inc. (continued)**Technical Publications and Training Manager**

1995 to 2000

Performed both department management tasks (eight people) and copy editing and review.

- Served as ISO 9001:1994 Section Manager for Training and Section Coordinator for Service
- Implemented Performance Based Training standards for customer training, resulting in a structured training program with high customer satisfaction and increased demand
- Appointed Chairman of the Employee Process Improvement program
- Managed implementation and maintenance of the corporate web site

Technical Publications Manager/Sr. Technical Writer

1995

Performed both department management tasks (four people) and created and maintained Hardware Installation, Operation, and Maintenance Manuals, Software User's, GUI, and API Manuals, Procedures, and Newsletters.

- Developed and implemented an on-line documentation system for all procedures, manuals, and general company information resulting in reduced time to ISO 9001 certification and ease of recertification

Technical Writer

1993 to 1995

Created and maintained Hardware Installation, Operation, and Maintenance Manuals, Software User's Manuals, and Procedures.

- Developed and implemented documentation standards and formats, including FrameMaker and Word templates, ensuring consistency and improving ease of document creation, resulting in improved customer satisfaction

ICON Control Systems, Inc., Hampton, NH

1991 to 1993

Manufacturer of a distributed process control system for the Pharmaceutical Industry.

Technical Writer/Applications Engineer

Created and maintained Hardware Installation and Operation Manuals, Software User's Manuals, and Training Manuals. Provided users with training and support, developed process configurations, and tested and repaired control system hardware.

- Tested new releases of the control system software to support customer validation efforts

Prior to 1991 worked as an electro-mechanical designer and drafter. Designed and drafted P.C. boards, test fixtures, cable harnesses, and panels at several companies including: Data Acquisition Systems, Optronics, and PictureTel. Additional roles within these companies included Electrical Drafting Group Leader, providing design and drafting checking, and developing design and drafting standards.

Education/Professional Development

Brooks Automation - Leadership and Management Certificates

Generation 21 - TKM Enterprise Version - LMS Administrator and Developer Certificates

Capella University - Online Learning Designer Certificate

Human Factors International - The Science and Art of Effective Web Design Certificate

Endicott Business Leadership Institute - Leadership and Management Certificate

Information Mapping - Strategies for Developing High-Performance Documentation Certificate

University of Massachusetts, Amherst, MA

BS program in Electrical and Computer Engineering (two years)

Affiliations

Society for Technical Communication (STC) - Member