

## RELEVANT COURSEWORK TAKEN

First Course in Java, UC Berkeley Extension, 2002	Writing Documentation for C++ and Java, UC Berkeley Extension, 2000
How Adults Learn, Cal State University, Hayward Extension, 2002	
Training and Learning in Organizations, UC Berkeley Extension, 2002	Indexing: From Cards to Computers, UC Berkeley Extension, 1997
Instructor Development Workshop, effective instructional design strategies, UC Berkeley Extension, 2002	Practical Grammar for Editors, UC Berkeley Extension, 1997
Computer and Programming Fundamentals, Sun Educational Services, 2002	Structuring User Documentation (Information Mapping training), 1996
Proofreading, editcetera workshop, 2001	Indexing Skills Workshop, 1996
Copyediting Practicum, editcetera workshop, 2001	Introduction to Unix, UC Berkeley Extension, 1994

## ACADEMIC DEGREES AND CREDENTIALS

M.B.A. degree	JFK University, Orinda, CA	Accounting	1988
B.A. degree	Sonoma State University, Rohnert Park, CA	English	1984
B.A. degree	Sonoma State University, Rohnert Park, CA	Psychology	1975

## ACADEMIC TEACHING

<b>FALL 2006</b>		
X469.7	UC Santa Cruz Extension	Technical Writers' Workshop
MGT346.C1	GGU, CyberCampus	Human Resource Management
<b>SUMMER 2006</b>		
X470.6	UC Santa Cruz Extension	Developing Technical Information from Plan to Completion
X472.6	UC Santa Cruz Extension	Technical Communication: An Introduction to the Profession
MGT346.C1	GGU, CyberCampus	Human Resource Management
<b>SPRING 2006</b>		
MGT346.C1	GGU, CyberCampus	Human Resource Management
<b>WINTER 2005</b>		
MGT346.C1	GGU, CyberCampus	Human Resource Management
<b>FALL 2005</b>		
MGT346.C1	GGU, CyberCampus	Human Resource Management
<b>SUMMER 2005</b>		
X469.7	UC Santa Cruz Extension	Technical Writers' Workshop
X470.6	UC Santa Cruz Extension	Developing Technical Information from Plan to Completion
MGT346.C1	GGU, CyberCampus	Human Resource Management
<b>SPRING 2005</b>		
TM344	GGU, Video Interactive Program	E-Business Global Perspectives: A Case Study Approach
GENIN 800.17	UC Santa Cruz Extension, Osher Institute	Models for Personal Change Management for Seniors
MGT346.C1	GGU, CyberCampus	Human Resource Management
<b>WINTER 2004</b>		
MGT346.C1	GGU, CyberCampus	Human Resource Management
<b>FALL 2004</b>		
MGT346.C1	UC Santa Cruz Extension, Osher Institute	Models for Personal Change Management for Seniors

<b>SUMMER 2004</b>		
MGT346.C1	GGU, CyberCampus	Human Resource Management
<b>SPRING 2004</b>		
X469.7	UC Santa Cruz Extension	Technical Writers' Workshop
MGT346.C1	GGU, CyberCampus	Human Resource Management
<b>WINTER 2004</b>		
MGT346.C1	GGU, CyberCampus	Human Resource Management
<b>FALL 2003</b>		
GENIN 800.17	UC Santa Cruz Extension, Osher Institute	Models for Personal Change Management for Seniors
MGT346.C1	GGU, CyberCampus	Human Resource Management
<b>SUMMER 2003</b>		
X469.7	UC Santa Cruz Extension	Technical Writers' Workshop
MGT346.C1	GGU, CyberCampus	Human Resource Management
<b>WINTER 2003</b>		
X469.7	UC Santa Cruz Extension	Technical Writers' Workshop
MGT346.C1 TM326	GGU, CyberCampus GGU, Video Interactive Program	Human Resource Management Electronic Business, Systems and Technologies
<b>FALL 2002</b>		
X469.7	UC Santa Cruz Extension	Technical Writers' Workshop
X470.6	UC Santa Cruz Extension	Developing Technical Information from Plan to Completion
MGT346.C1	GGU, CyberCampus	Human Resource Management
<b>SUMMER 2002</b>		
X470.6	UC Santa Cruz Extension	Developing Technical Information from Plan to Completion
X443.1	UC Berkeley Extension	Document Design Using FrameMaker
<b>SPRING 2002</b>		
MGT346.C1	GGU, CyberCampus	Human Resource Management
<b>SPRING 2001</b>		
X427	UC Berkeley Extension	Technical Editing
<b>WINTER 2001</b>		
CIS361	GGU, CyberCampus	Architecture of the Internet & WWW
<b>FALL 2000</b>		
CIS361	GGU, CyberCampus	Architecture of the Internet & WWW
<b>SPRING 2000</b>		
X427	UC Berkeley Extension	Technical Editing
01STCM0131	CSU, Sacramento Extension	Introduction to Technical Writing & Editing Skills
MCS232	Mills College	Technical Communication
CIS361	GGU, CyberCampus	Architecture of the Internet & WWW
<b>WINTER 2000</b>		
01STCM0131	CSU, Sacramento Extension	Introduction to Technical Writing & Editing Skills
CIS361	GGU, CyberCampus	Architecture of the Internet & WWW
<b>FALL 1999</b>		
X427	UC Berkeley Extension	Technical Editing
01STCM0131	CSU, Sacramento Extension	Introduction to Technical Writing & Editing Skills
TPW550	San Francisco State University	Professional Editing
CIS361	GGU, CyberCampus	Architecture of the Internet & WWW

**SPRING 1999**

MCS232	Mills College	Technical Communication
CIS10	Golden Gate University	Personal Computers for Business
CIS361	Golden Gate University	Architecture of the Internet & WWW

**WINTER 1999**

CIS10	Golden Gate University	Personal Computers for Business
CIS361	Golden Gate University	Architecture of the Internet & WWW

**FALL 1998**

CIS361	Golden Gate University	Architecture of the Internet & WWW
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**CORPORATE TRAINING AND INSTRUCTIONAL DESIGN**

Sept.-October 2006 and July-August 2006	Bitzone LLC	Wrote online lessons and co-led online training for senior technical writers, "Getting Started in Developer Documentation."
Feb. 2002, July 2001, and Nov. 2001	Bitzone LLC	Wrote online and on-site lessons and led training for senior technical writers, "The Java Reference Guide Study Group."
Jan. 2000	Bidcom Corporation	Designed five-lesson online tutorial for construction project management portal site.
Feb. 1999	Perfect Service Builders, Incorporated	Wrote six lessons (both leader's guide and student's guide) on customer care and the preparation and detailing of a home prior to occupancy.
Sept. 1998	WCCUSD Adult Education	Designed and led a course for small business owners called "Running a Successful Business on the Internet." Also taught website design to small business owners.
July 1997	Bitzone LLC	Wrote and led a course, "Care & Feeding of Your Job Search: Finding Work as a Technical Communicator."
May 1997	Oracle Corporation	Developed online training materials for Oracle System Sizer, a database load balancing application.
April 1997	MDL Information Systems	Designed and led a two-day workshop on indexing and editing for technical writers and trainers.
Jan. 1993	Software Tutor, Inc.	Designed and led corporate trainings in MS Office applications, DOS, Lotus 1-2-3, and WordPerfect.

**PROFESSIONAL WRITING AND PRESENTATIONS**

President, Bitzone LLC, 1992 to the present

Provide technical documentation, training curriculum, online help, web content, marcomm materials, and other professional writing services to such clients as Oracle Corporation, Chevron, Visa USA, and AT&T.

**PUBLICATIONS****Books**

Co-author of *Documenting APIs: Writing Developer Documentation for Java™ APIs and SDKs*, published June 2006

## Book Reviews and Professional Articles

- "Strength in Numbers: Forging Bonds with Nearby Communities," *Tieline*, May/June 2005
- Review of *Designing for Virtual Communities in the Service of Learning*, *Technical Communication*, August 2005
- Review of *Java 2 Weekend Crash Course*, *Technical Communication*, August 2002

## Technical Manuals and Online Help

- POS Check HTML Help
- *XML Translator Toolkit Reference and Implementation Guide*
- *RealNames Keyword Registration Templates Installation Guide*
- *PSBI Customer Service Leader's Guide* and *PSBI Customer Service Training Modules*
- *StarManager User Guide* and *StarTracker User Guide*
- *Temporal Tool Kit Reference Manual*
- *The Oracle Warehouse Toolkit for SAP User Guide and Installation Guide*
- *The TELSAM-Q Business Operations Customer Guide* and Online Help
- *The TELSAM-Q Mass Markets Customer Guide* and Online Help
- *The Snappy CAB Troubleshooting Guide*
- *The MTAS Business Operations Customer Guide* and Online Help
- *PMIS Version 2.5 Release Notes*
- *ACD DataView User Guide*
- *The PMIS MTAS-AI&M Customer Guide* and Online Help
- *Sales Analysis: User Guide*

## MARKETING

- Customer case studies for ADX (Advanced Data Exchange) web site: "Spray Nine Corporation: Continuing a Tradition of Innovation by Using ADX," "Village Nurseries Grows Their Business with ADX," "Jackson Deerfield Manufacturing: Running Lean and Focused by Using ADX," "Handy Hardware Wholesale, Inc." and "84 Lumber Nails Down Its Supply Chain,"
- Informational articles for Intraware web site: "Virtual Private Networks: Security of the Future," "Just How Secure Is the Internet?" and "Website Usability: Finding Your Way Back Home"
- Feature article published in *Oracle Magazine*: "Oracle at Work: Skidmore College"
- Data sheets for Leep Technology: "StarTracker at a Glance," "Temporal Tool Kit Overview," and "Temporal Tool Kit at a Glance"
- White paper for Leep Technology: "An Introduction to Temporal Concepts"

## Grants

- Cisco San Jose Technology Grant (written for Learn-ASAP after school program)
- Y. Walter S. Johnson Technical Assistance Grant (written for Learn-ASAP after school program)

## PRESENTATIONS

- "Creating a *Techie* Portfolio that Sells," progression at STC Annual Conference, May 2006, Las Vegas, Nevada
- "Creating a *Techie* Portfolio that Sells," STC Silicon Valley Chapter, Technical/API Docs Special Interest Group, May 2005 monthly meeting
- "Creating a *Techie* Portfolio that Sells," STC Silicon Valley Chapter, Technical/API Docs Special Interest Group, November 2004 monthly meeting
- "Creating a Portfolio that Sells," STC Willamette Valley Chapter, April 2002 monthly meeting
- "Creating a Portfolio that Sells," STC San Francisco Chapter, March 2002 monthly meeting
- "Creating a Portfolio that Sells," STC Region 7 Conference, October 2001
- "What Is Good Training Documentation?," STC Berkeley Chapter, May 1997 monthly meeting
- "Breaking through the Glass Ceiling," STC Berkeley Chapter, moderator for panel presentation March 1997 monthly meeting

**PROFESSIONAL MEMBERSHIPS AND SERVICE**

- Member, BAIPA (Bay Area Independent Publishers Association), 2005–present.
- Co-manager of the Technical/API Docs Special Interest Group, STC (The Society for Technical Communication) Silicon Valley Chapter, 2003–present.
- Director, STC NorCal, an informal alliance of the six Northern California STC chapters, that produced three highly successful leadership days (December 7th, 2002, April 12th, 2003, and March 12, 2005), 2003–2006.
- Director, Northern California Technical Communication Competition, 1998–1999.
- Board President and tutor, Learn-ASAP (After School Academic Program), 1996 to 2003. Tutored an at-risk Southeast Asian student continuously from sixth grade until she graduated with honors from high school. She was the first person in her family to graduate from high school. She is currently attending San Francisco State University.
- Director, Northern California Technical Communication Competition, 1998–1999. Innovations included adding an intern judge position that allowed technical communicators with less than two years of professional experience to serve as judges under the supervision of experienced judges.
- President, STC Berkeley Chapter, 1997–1999. Also served as web manager from 1995–1997.