

Barbara L. Meier

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SUMMARY

26 years writing award-winning technical documents for hardware, software, engineering, and defense contracting firms. Positive, enthusiastic team lead and team player accustomed to meeting ambitious deadlines. Fast learning problem-solver who enjoys writing clear, accurate, and concise documents to help readers learn quickly.

SKILLS

Technical writing and editing
Documenting CLIs and GUIs
Distilling complex information
Research, analysis, validation
Indexing
Usability testing and reports
Team lead for multiple projects
Mentor and new hire buddy
Software evaluation
Troubleshooting
Planning and scheduling
Page layout design
Website authoring and design
Photography and graphics

PUBLICATION TYPES

Task-oriented or reference guides
User's, Administrator's and Programmer's guides
Operations/Maintenance manuals
Tutorials and training guides
Quick reference cards (QRCs)
CONOPS, SOPs, TFMs
Compiled or HTML online help
Auto and interactive demos
Websites and intranet sites

OPERATING SYSTEMS

Microsoft Windows all versions except Vista
Red Hat Linux
Sun Solaris, UNIX, XENIX
NeXT NeXTStep
Novell NetWare
Apple Macintosh
DOS and CP/M

EXPERIENCE

TW Team Lead, Sr. Technical Writer • Employee • 2/11/04 – Present

CSCI • Springfield, VA • www.csci-va.com

- Building and managing Technical Writing (TW) Team, teaching non-technical management, and mentoring new writers. Producing internal team documents (publications and project plans, process workflows, style guide, reviewer guide, best practices, Interview Q&A, and so on). Lead TW hiring efforts including resume screening, initial phone interviews, and in person interviews.
- Producing user, admin, training and quick reference guides, CBT scripts, and HTML help for secure Oracle, Lotus Notes, and web-based applications, network hardware and enterprise management software. System analysis and design, problem-solving, testing, and innovating new product solutions. Writing, editing, and formatting System Security Authorization Agreement (SSAA) for DoD Certification & Accreditation, Concept of Operations (CONOPS), Standard Operating Procedures (SOPs), and Trusted Facility Manuals (TFMs).

Senior Technical Writer • Contractor • 6/02 – 2/04

Dominion Software • Newton, MA • 7/03, 10/03, 1/04

- Updated WorkingPapers X 2.2 HTML Help (Apple Help Viewer).

McData (Sanera Systems group) • Sunnyvale, CA • 9/03 - 10/03

- Editing Director Switch Administration Guide, writing Documentation Strategy and Documentation Comparison documents.

Hire.com • Austin, TX • 8/26/02 - 3/28/03

- Wrote Business Connector integration guides, HireAnalytics Reports Guide (reports designed using Crystal Reports), and hosting and professional services implementation guides.

Technical Writer/Editor Consultant • employee • 7/00 - 6/02

Dell Information Development - ESG/SSG • Austin, TX • 7/00 - 6/02

- Wrote, edited, indexed, and formatted 70+ print and online documents, (server management, storage, Internet appliance, and CLI guides.)
- Built PowerVault SANs, wrote SAN Administrator Guide, heavy rewrite of Revision Compatibility Guide, peer edits, and vendor document reviews.
- Installed, set up, and tested Local Update server software with Microsoft SMS, Tivoli Software Distribution, and CA ShipIT.
- Installed, configured, and evaluated client/server Inovie Team Center.

SENIOR TECHNICAL WRITER • CONTRACTOR • 2/87 - 5/00

Walt Disney Imagineering Show/Rides • Hollywood, CA • 1/00 - 5/00

- Wrote, edited, and indexed California Adventure and Tokyo Disney Sea attraction and parkwide Show Control manuals. Edited HTML help.

Dominion Software • Newton, MA • 5/95 - 3/00

- Wrote and edited 4 versions of WorkingPapers manual, AppleGuide help, and one version of HTML help.

STAC Software • San Marcos, CA • 8/99 - 12/99

- Created English and translated PDFs from HTML; Midnight, Spiderlily, and GunMetal help; and Granite supervisor's and user's guides.

First American CREDCO • Poway, CA • 2/99 - 4/99

- Created a 6-book collection describing EDI's Y2K-compliance efforts.

Network Associates • Santa Clara, CA • 2/98 - 5/98

- Wrote Nuts & Bolts and edited Safe & Sound user guides and help systems.

Edison Brothers Stores • St. Louis, MO • 9/97 - 1/98

- Wrote EBS Network Services Windows NT guide and Intranet website.

Helix Software • Long Island City, NY • 11/96 - 12/97

- Edited Hurricane 98 User's Guide.
- Wrote Nuts & Bolts 1.0 Windows User's Guide and online help.

Convene • San Francisco, CA • 7/94 - 8/97

- Wrote Convene Windows (4 sets) and Mac (3 sets) user guides and online help.

NETWORKING

LANs and edge devices (PL3, PL4) • Wrote MD Consult online HTML help.

• SANs (FCP, RAID arrays, HBAs, Avantos Performance Systems, Inc. • Emeryville, CA • 2/92 - 8/96 switches, bridges, tape) • Seriplex • Wrote 8 versions of ManagePro Windows print and online help documentation and 2 versions distributed networks for Macintosh.

TOOLS

Frame • PageMaker • Quark • HomeSite • FrontPage • HTML Transit • HTML • XML Spy • Ventura Publisher • WordPerfect • WordStar • Vi • TROFF • Help Workshop • HCP/ SHED • RoboHelp 2002 • Apple Guide Help • QuickTime Pro • Photoshop • Acrobat • Illustrator • PaintShop Pro • Streamline • Canvas • Visio • AutoCAD • Symantec Ghost • Perforce • StarTeam • Team Track • Agile • MS Office • Project • PowerPoint • Access • SharePoint Portal Server • TESS • EDMS • Citrix • HEAT • webMethods • Crystal Reports

EDUCATION

CMSU • Warrensburg, MO • 1972 - 1976 • BSE English • GPA 3.07 • Minor: Mass Communications • President, English Honor Society

CONTINUING EDUCATION

Export Compliance • PRP • Privacy Policy • Engineering Process FPM • Quality Tools • Introduction to Extreme Programming (XP)

RECENT EVENTS

Patent #7029137 Tracer Cables, granted 4/18/06

TS SSBI clearance 3/27/06

Award of Merit, STC DC 2005

Patent application submitted to USPTO for Dell 2003

On the Spot award for Dell

PowerVault SAN work

Dell Global Customer Experience recognition

EARLY EXPERIENCE

• 1981 - 1987 documentation of TSOS-, CP/M-, and MS-DOS-based accounting (GL, AP, AR, PR, INV, BOM, and SOE), spreadsheet, word processors, multiuser-OS, and query language database

MD Consult LLC • St. Louis, MO • 2/97 - 6/97

University of Phoenix • San Francisco, CA • 6/95 - 10/96

• Wrote 3 sets of AlexWare (Mac, Windows, and DOS) user guides and help.

Hewlett-Packard • Cupertino, CA • 2/94, 3/94

• Wrote TotalCom for Windows communications online help.

Camstar Systems, Inc. • Campbell, CA • 10/93 - 2/94

• Wrote automation and off-line processing API guides for AS/400 database.

Varian Oncology Systems • Palo Alto, CA • 8/93 - 10/93

• Wrote OncoSource Windows Asymetrix ToolBook database guide.

Relisys • Fremont, CA • 8/93 - 10/93

• Wrote AVEC Colour Scanner for Macintosh and Windows Guide.

Tandem Computers • Cupertino, CA • 5/89 - 11/89, 4/92 - 4/93

• Wrote ESS internal/external Software Reconciliation, Compression, Electronic Software Delivery, and Electronic Transfer of Updates guides and online help. Wrote online SWEDS demo, CABS Billing guide, QRC, and help.

Appsoft • Palo Alto, CA • 2/92, 5/92 - 11/92

• Rewrote Appsoft Draw guide, wrote Appsoft Image Reference, edited tutorial.

Global Village Communications • Menlo Park, CA • 10/91 - 12/91

• Edited Teleport Fax/Modem and Teleport FullFax guides.

Adobe Systems • Mountain View, CA • 10/91 - 3/92

• Rewrote Adobe Streamline 3 for Windows Guide.

Quantum Corp • San Jose, CA • 8/91 - 3/92

• Wrote Macintosh SCSI storage device manuals.

Sun (TechEase subcontractor) • Mountain View, CA • 6/91, 7/91

• Wrote Sun OpenWindows reference.

La Cie Limited • Tualatin, OR • 3/91 - 4/92

• Edited Silverlining, Cirrus, Tsunami, and ZFP drive manuals; wrote new Silverscanner and PocketDrive manuals.

Symantec • Cupertino, CA • 10/90 - 2/91

• Produced manuals for JustWrite 1.0 for Windows word processor.

DynaWare • CA • 3/90, 12/90-1/91

• Wrote DynaPerspective 3-D modeling references for DOS and Macintosh.

IGC • Santa Clara, CA • 7/90 - 9/90

• Updated VM/386 MultiUser manual for IBM-compatibles.

Pillar Corporation • Foster City, CA • 4/90 - 7/90

• Produced FYPlan Reference for budgeting and financial planning software.

Vertex • San Francisco, CA • 1/90

• Wrote Vertex Detailer Reference for AutoCAD architecture detailing.

Koala Technologies • San Jose, CA • 11/89 - 4/90

• Produced MacVision 3.0 user guide and online help.

KnowledgeSet • Mountain View, CA • 11/89 - 3/90

• Produced GraphicKRS reference/tutorial and customization guides.

Harris Video Systems • Mountain View, CA • 4/89 - 5/89

• Produced HarrisVws Paint reference.

Microsoft Corporation • Redmond, WA • 2/87 - 3/89

• Project lead, wrote Project 4.0 addendum, training, help, and QRC.

• Wrote all resource, costing, and scheduling methods topics for the Project for Windows 1.0 Reference.