

OBJECTIVE

Contract projects for project management, localization and technical writing.

AREAS OF EXPERTISE

Technical Writing	Localization
Content Development	Technical Editing
Installation Guides	White papers and Case Studies
Administration Guides	Process Documentation
User Guides	Marketing Support
Requirements Documents	Software Development and
Quality assurance Documents	Programming Languages

PROVEN CAPABILITIES

- Managing small groups of professionals (up to 30 people) including other vendors and contractors, editorial, creative, and engineering staff
- Managing localization projects, translating products into foreign languages (Portuguese, Japanese/Kanji)
- Writing a wide variety of business process and technical documents, including reports, white papers, and case studies
- Analyzing, researching, and recommending changes in order to maximize business operation through implementation of appropriate technologies (especially computer and internet systems)
- Experienced utilizing a variety of mediums as required, including photography, radio, print, and online
- Experienced with Microsoft Office products: Word, Excel, PowerPoint, Visio, Access, Publisher, MapPoint; Programming and Scripting: Excel macros, Access database programming, HTML, C, Basic, and COBOL; SharePoint, Adobe PageMaker

CAROLE

SEATTLE, WA

EDUCATION

Associate Degree in Computer Programming
Continuing Education courses in Technical Writing, C Programming
B.S. Food Science and Nutrition

PROFESSIONAL EXPERIENCE

Project Consultant	Caprine Consulting
Program Manager and Software Test Engineer	Microsoft Corporation
Owner	Private Chef, Inc.
MIS Manager, Buyer	Video One Video, Inc.

Analytical-driver experienced with successful implementation of new systems and technologies. Experienced with software development, business startup, marketing support, and mid-level management.

- Collaborated and worked with other experienced contributors, including vendors and contractors, writers and editors, graphic designers, and other creative staff in order to accomplish client goals.
- Wrote business documents that communicate issues clearly and succinctly, including white papers, reports, Excel pivot tables, Visio flowcharts and data flow diagrams, marketing case studies, and process ("how to") documents.

- Conceived, developed, and implemented a unique line of frozen gourmet dinners. Streamlined the business operation by developing an order/entry database, website, and online storefront. Maintained lean workforce through research and implementation of changing technologies (computer and internet business systems).
- Enabled market expansion goals by systematizing a process for translating software applications into a foreign language using a translation vendor; the process served as a division "template" for several years.
- Explored the technologies that led to enterprise software distribution by developing and testing encryption methods on CDs. Wrote a white paper to successfully explain the concepts to a broad range of managers and technical personnel.
- Established test processes on several OS platforms and challenged accepted test methodologies by developing software test automation tools.
- Initiated a process to share QA tools across company divisions, and created the first test lab, which was eventually established as a standalone department.
- Hired, trained, lead, and managed test engineering teams, including the first QA team in Tokyo, translating and then rebuilding software with double-byte character capability.
- Wrote technical documents including test specifications, API documentation, and software application test scripts.
- Provided design input for implementation of a new computer-based business system. Initiated a process to train data entry personnel and wrote the company's first operations manual.
- Traveled to twenty countries and speak conversational French.