

## OBJECTIVE

Contract projects for training development, technical writing, and editing.

## AREAS OF EXPERTISE

Technical Writing

Process Documentation

Sales and Marketing  
Communications

Technical Editing

Copyediting

Microsoft Office Professional  
suites, SharePoint, HTML

## PROVEN CAPABILITIES

- Editing books, technical documentation, marketing materials, proposals, white papers, letters, web pages, etc.
- Editing Windows programmer training manuals, and programming code (C++, Visual Basic, and HTML)
- Technical editing; familiarity with Microsoft standards
- Process analysis, improvement and documentation
- Familiar with Microsoft Office Professional suites; SharePoint; editing program code

## KAARI

CHICAGO, IL

## EDUCATION

Certificate in Technical Writing and Editing, University of Washington

Bachelor of Arts in English Literature, Colby College

## PROFESSIONAL EXPERIENCE

Freelance Writer/Editor

Independent Consultant

Compliance Analyst, Business  
Management Analyst, Technology  
Analyst, Technical Writer

Washington Mutual Bank

US Division Administrator

Autostock Distribution

Copy Editor

Microsoft Corporation

Project Coordinator/Editor

Paul Yao Company

- Wrote technical documentation, marketing materials and other related documents:
  - Wrote project proposals and other project documents at various phases of projects
  - Wrote hardware evaluation documentation including standard evaluation forms and final recommendations
  - Wrote standard deployment documentation for Intel Core Engineering which reduced time required for deployment of new workstations, saved the company ~\$200/per machine deployed
  - Created, wrote, and managed quarterly newsletter for software developer audience
  - Wrote sales and marketing materials, press releases, and various documents as needed
- Edited technical documentation, training manuals and code:
  - Edited Windows programmer training manuals, documentation for testing file conversion, project management documentation, online documentation for Microsoft Office XP and articles about

Microsoft Office for Microsoft Developer Network (MSDN), technical outlines

- Edited Windows programmer training manuals. Edited Code: Visual C++, Visual Basic in programmability topics, HTML
- Created and maintained system for tracking software versions and patch levels on Windows builds, published monthly
- Technical editing of Microsoft Services materials and collateral: presentations, deployment guides, FAQs, articles, training manuals, style guides, etc.
- Copyedited help files for Microsoft Office XP – corrected grammatical, spelling, and style errors, query technical writers on usage, clarification of meaning
- Managed SharePoint sites, including creating sites, training users, monitoring and enforcing data security
- Wrote and hand coded (HTML) help system for software distribution tracking database
- Created and documented process for evaluating and recommending Windows security updates for enterprise
- Maintained consistent usage and style, following corporate style guide and legal requirements
- Created departmental document templates to ensure consistency
- Developed and maintained document repository for all Intel Platform Services documentation, including document naming standards for version control
- Gathered and documented requirements for projects within Storage and Recovery Services (SRS) and across departments
- Managed department communications. Created & oversaw executive-level reporting, department communications. Created and managed communication plan, reached out to employees for feedback and areas of interest, developed communications to fill gaps.
- Business management – tracked finance, represented team in cross-departmental operations committee that documented and graphed process flows across infrastructure department to improve end-to-end service flow and create offerings catalog, build and report on department metrics and measures
- Created process for tracking change control across the Windows XP desktop platform
- Co-led Rapid Server Self Assessment project, creating process to identify servers for early decommission or repurposing for savings in hardware and support costs
- Created standard hardware & software build documentation reduced confusion for customers, and significantly reduced the amount of time engineers spent on unnecessary support calls
- Coordinated events such as week-long onsite developer training, company retreats, multi-day management meetings, department videoconferences across the world, and registration for the Danskin women's triathlon (2400 entrants)
- Wrote book reviews and essays for online publication
- Converted Word documents to HTML for online publication by Seattle Writergrlls
- Co-authored two books: Triathlons for Women, Heartzones Inc., September 2000; The Complete Book of Triathlons, Prima Publishing, October 2001