



Professional Experience

Freelance, Seattle WA 2000–present

Editor, writer. Edit end-user, e-learning, and marketing materials, technical manuals, white papers, web content, online help, and internal documents for a wide variety of clients including Autodesk, the Bill & Melinda Gates Foundation, Microsoft, Milliman Care Guidelines, PATH, Unico, and United Airlines. Tools include HTML basics, expertise in Microsoft Word, Excel, PowerPoint; Adobe Acrobat; CMoS, AP, and MSTP style guides. Tutored adult students in editing for both general and Microsoft materials.

Amazon, Seattle WA August 2012 – January 2013

Copywriter (on contract). Sole responsibility for scheduling, writing, shepherding, and proofing all copy aspects of the new Amazon Marketing Services website and new products Amazon Pages and Amazon Posts: editing the UI; writing all assistance text, error messages, and UI status messages; composing email templates; designing, writing, and procedure-testing user guide; creating policies guide; and working with lawyer to confirm all content. Assisted User Experience designers in creating the product interface.

Milliman Care Guidelines, Seattle WA April to June 2012

Copyeditor (on contract). Edited all copy for rebranding of the website, including user interface labels, and all fact sheets. Edited branding guide. Developed the first comprehensive style guide, incorporating terminology and conventions of the two separate marketing and editing staffs.

Microsoft Corporation, Redmond WA 2002–2004

Lead technical editor. Performed all levels of document and UI editing for Notification Services, SQL Server Mobile Edition, and other components of SQL Server 2000, as well as editing white papers, Knowledge Base articles, and books. Managed outsourced vendor copyeditors as needed. Developed style guide, leading coordination of other groups whose technologies overlapped with SQL Server.

Contract Editor and Writer, Seattle WA 1993–2001

Freelance Editor/Writer, 2000 - 2001. Sakson and Taylor, 1999 - 2000. WASSER, Inc, 1993 - 1999. Performed all levels of edit for such representative projects as reference and training materials for a Weyerhaeuser business application; Microsoft Press books; Microsoft technical documents, end-user material, marketing articles, and websites; and newsletters for two small businesses. Wrote user guides.

WASSER, Inc., Seattle WA 1994–1995

Project Manager. Responsible for proposal development, project management, and quality assurance of all client publications projects. Selected and managed contract writers, desktop publishers, graphic artists, and other team members. Developed project schedules and budgets. Edited most projects.

Andrew Corporation (formerly Emerald Technology), Bothell WA 1988–1993

Publications Manager. Created five-person technical writing group at startup hardware/software firm. Wrote numerous manuals, edited all writers' work. Edited all marketing materials. Created newsletter.

Massachusetts Institute of Technology, Cambridge MA 1981–1987

Publications Manager at MIT Information Systems, 1984-1987.
Technical Writer at MIT Information Systems, 1981-1983.

Honeywell Information Systems, Cambridge MA 1978–1981

Technical Writer at Cambridge Information Systems Laboratory.

Education

Bachelor of Arts in Comparative Literature (cum laude), Brandeis University

Post-graduate semester courses on technical writing (1), marketing (1), psychology (2), graphic design (3).

Representative Projects

As freelance vendor:

Annual Letter, Bill & Melinda Gates Foundation, copyedit and proofread both [PDF](#) and [web](#) versions. 2012, 2013, 2014, 2015.

[Amazon Marketing Services](#) website and user guide; all writing and edit levels. 2012-13.

[Milliman Care Guidelines](#) website and fact sheet rebranding upgrade; all edit levels. 2012.

Pathways to Secure Livelihoods: Empowering Women in Agriculture CARE brochure through Gates Foundation, writing and all edit levels. 2010-11.

Gates Foundation new-campus newsletters and display materials, copyedit and proofread. 2010-11.

Improving Opportunities for Women in Smallholder-based Supply Chains: Business case and practical guidance for international food companies, 70-page research report plus 7 case studies, for Gates Foundation, copyedit and proofread. 2010.

Microsoft Business Productivity Online Standard 15-manual series, copyedit. 2009-2010.

Manpower online training storyboards, all edit levels. 2009.

Autodesk courses, learning briefs, manuals, all edit levels. 2007-09.

Microsoft Online Services end-user documentation (all types), copyedit and proofread. 2007-08.

Boeing online training courses, numerous types, proofread. 2007-08.

Microsoft Mainframe Migration Group white paper series, copyedit and proofread. 2006-2013.

Tablet PC Online Help, all edit levels. 2006-07.

Worldwide Small Business for 4 vertical markets (brochures, quizzes, software kits), all edit levels. 2005.

Microsoft case studies and white papers, all edit levels. 2004-2010.

Microsoft Pocket PC Buyer's Guide feature web pages, copyedit. 2001.

Tech Stock Insights 8-page monthly online, editing and layout, for Randall Williams-Gurian. 2000-01.

The Joseph Bulletin 4-page monthly, print run 500, editing and layout, for Randy Joseph CPA. 2000-01.

ClearLead Software Developer Kit, developmental and copyedit. 2000.

MSN Media Center sales website, copyedit. 2000.

Microsoft Official Curriculum Licensing Program Guide, copyedit. 2000.

Odyssey Training Guide, developmental edit, for Weyerhaeuser Corp. 2000.

As contractor:

Amazon Marketing Services all materials for this new product: website, complete user interface, user manuals, internal documentation, marketing; writing and all edit levels. 2012-13.

Microsoft .NET Framework online help and style guide, all edit levels. 2001.

Getting Started with MacOffice 2000 print manual, developmental edit. 2000.

Getting Started with Works print manual, writing. 1999.

Access 2000 Step by Step for Microsoft Press, all edit levels. 1998-99.

Project User's Guide print manual, all edit levels. 1996.

Access/Visual Basic Step by Step for Microsoft Press, all edit levels. 1996.

Publisher '97, '98, 2000 online help system and user interface, all edit levels. 1995-98.

TimeServer Administrator's Guide and help system for Micro-Frame Technologies, writing and edit. 1995.

Excel/Visual Basic Step by Step for Microsoft Press, all edit levels. 1995.

MS Manager administrator's guide and end-user help system, all edit levels. 1995.

Microsoft Access User's Guide. Edited, procedure-checked, and proofread 34-chapter book, 800 graphics, and 60-page index at all stages; supervised two copyeditors; acted as coordination point for five writers, three graphic artists, localizing and production teams. 1993-94.