

LORI ELLEN KAUFMAN

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Summary

Experienced Technical Writer seeking a full-time position and committed to always expanding my knowledge and the knowledge of others by producing professional and accurate articles, user manuals, online help, job aids, tutorials, and other forms of documentation and copy for developers, co-workers, and end-users.

Skills

Advanced Skills in Microsoft Word and Outlook
Proficient in Microsoft Excel and Microsoft PowerPoint
Windows, Mac, and Linux
SnagIt
Wordpress
Slack and Trello

Technical Documentation
User Guides
Training Manuals
Job Aids
Online Help
"How-To" Articles for publication online

Professional Experience

Business Owner/Vice President/Secretary

CLK Martial Arts, Inc.

d.b.a. Family Taekwondo Academy, Folsom and Roseville, CA

4/13-Present

- Own and manage two (2) martial arts studios with my husband, the President and Treasurer. Assist with overseeing operations and managing employees.

Staff Writer

How-To Geek, Remote

8/11-11/15 (Independent Contractor), 12/15-3/17 (Employee)

- Wrote "How To" articles about various computer-related topics for <http://www.howtogeek.com>.
- Updated and rewrote old articles for re-publication.

Programmer/Technical Writer

Rotordynamics-Seal Research, Loomis, CA

9/04-9/12

- Programmed parts of the graphical user interface for RAPPID™, a multi-disciplinary, modeling and simulation tool.
- Wrote and maintained documentation (user guides and online help) for RAPPID™ for commercial and government clients and managed internal documentation.
- Provided context-sensitive help by programmatically connecting topics within the online help system to Help buttons on screens within RAPPID™.
- Updated and maintained the intranet site, using AuthorIT to generate the HTML Help system, and converted that help system to a website using a combination of another software tool and manual editing of the HTML code.
- Assisted with the design of a comprehensive build utility used daily by programmers and engineers to compile the modules within RAPPID™. Programmed and maintained the graphical user interface for this utility.
- Wrote and maintained batch files for Windows and shell scripts for Linux to perform automated daily builds of RAPPID™.
- Setup and maintained automated daily smoke tests exercising the features in RAPPID™ and reporting when the test cases failed.
- Assisted with the architectural design and setup of three networks utilizing Windows and Linux servers, NAS boxes, and thin clients and helped maintain these networks.
- Maintained backups of data on development and web servers.
- Researched and set up bug-tracking software for use by the employees testing RAPPID™.
- Provided job aids for employees describing the use of software used in-house and the performance of daily tasks.

Senior Technical Writer/Project Manager

New York Life, Reno, NV (Started as a Consultant through Metamor until August 1998.)

3/97-8/03

- Wrote and maintained documentation (User's Guides and context-sensitive help) in the form of Winhelp, HTML Help, and web-based help formats for the Field Technology Illustration System (FTIS) and nine (9) related components using a variety of Help and Web Authoring Tools. FTIS is distributed to over 7000 agents in the field.
- Wrote and maintained context-sensitive help using RoboHelp and worked with programmers to map help topics to fields on the FTIS interface for both Standalone and Web versions. Edited the HTML in the help system to connect the help topics.

- Consulted software specifications and Subject Matter Experts to gather pertinent information.
- Wrote and maintained release notes, installation splash screens, and other related documents and files for each release of FTIS.
- Maintained main help file for the Field Technology Software Library, of which FTIS is a part.
- Under direction of Business Manager, assigned help projects to co-worker. Trained co-worker how to create and maintain the user's guides and context-sensitive help. Monitored and reported progress of help projects to Business Manager.
- Kept help department up-to-date with current technologies and methods for developing state-of-the-art help systems and documentation, and web pages for the intranet site.
- Developed and implemented two different training courses to teach other New York Life employees how to create and maintain online user's guides and reference manuals using RoboHelp HTML.
- Documented the processes and tools used for performing the tasks of the job.

Technical Writer

Electronic Data Systems, Folsom, CA (Contractor through Adecco Technical Services)

4/96 - 1/97

- Provided training, documentation, graphic and multimedia support for several projects at Blue Shield of California as a contractor under the Human Performance Services (HPS) division of EDS.
- Wrote procedures and created screen shots describing the use of a Windows-based customer service application.
- Revised and maintained Information Mapping template and created new templates.
- Reorganized, rewrote, and redesigned reference documentation for use by Member Service Advisors.
- Assisted in the development of a standard documentation process as a member of the Document Management team.

Technical Writer/Consultant

Carrera Consulting Group, Sacramento, CA

4/95 - 4/96

- Created user documentation and wrote departmental procedures for Correctional Management Information System (CMIS) contract under TRW for the Department of Corrections.
- Produced graphics, determined manual layouts, and produced templates and macros for use in formatting documents.

Computer Support

Rotordynamics-Seal Research, North Highlands, CA

1/95 - 3/95

- Developed templates for engineers to use to write reports and manuals and instructed engineers in the use of the templates.

Multimedia Specialist

MCA Engineers, Inc., Oxnard, CA

10/94 - 12/94

- Developed training and tutorial systems for customers at Point Mugu and China Lake.
- Crafted storyboards and assembled video, animations, sound, text and graphics to create interactive software for tutorials.
- Wrote and edited documentation for multimedia systems.

Graphics Specialist

SRS Technologies, Camarillo, CA

1/94 - 10/94

- Produced and revised technical manuals, documents, presentations, and graphics for government clients, using desktop publishing, graphics, scanning, and word processing software.

Graphic Designer

Aegir Systems, Oxnard, CA

10/91 - 12/93

- Generated and edited technical manuals and documents, presentations, brochures, newsletters and graphics for commercial and government clients, using desktop publishing, spreadsheet, and word processing software.
- Produced emergency plans for Los Angeles area Metrolink system.
- Provided documentation support (graphics, slides, animated presentations, and an on-line documentation and input system in FrameMaker) on a high technology bus project as a member of subcontract team at Northrop in Los Angeles.

College Degree

B.A. Sociology, University of California, Santa Barbara

June 1990

Additional Education

Object-Oriented Programming Using C++, Sierra College, Rocklin, CA

Spring 2004

Instructional Technology Certificate, San Diego State University (Distance Education)

Fall 2001