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# LORI KAUFMAN

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## QUALIFICATIONS SUMMARY

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Accomplished and results-oriented Technical Writer with 25 years of experience in authoring, editing, and updating 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. Highly motivated individual able to grasp complex software and learn quickly to work remotely or on-site, with minimal supervision.

## SKILLS HIGHLIGHTS

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- Technical writing and documentation
- Excellent writing and editing skills
- User guides, online help, training manuals, and job aids
- Ability to meet deadlines
- "How-To" Articles for publication online
- Creativity, accuracy, and attention to detail
- Windows, Mac, and Linux
- WordPress, Snagit, Slack, and Trello
- Familiar with HTML and Markdown
- Microsoft Office Word, Outlook, Excel, PowerPoint, and Visio

## PROFESSIONAL WORK HISTORY

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### Staff Writer (Independent Contractor)

2017 - Current

#### MakeUseOf.com and groovyPost.com – Remote

- Author articles about various computer-related topics.
- Communicate and collaborate with editors in different countries for multiple sections of MakeUseOf.
- Instrumental in the creation of the style guide for all MakeUseOf writers.

### Business Owner/Vice President/Secretary

2013 – 2017

#### CLK Martial Arts, Inc., d.b.a. Family Taekwondo Academy – Folsom & Roseville, CA

- Owned and managed two martial arts studios and managed the performance of employees.
- Worked closely with the President/Treasurer to oversee and manage the strategic short/long-term goals of the day-to-day business operations.

### Staff Writer

2015 – 2017

### Independent Contractor

2011 – 2015

#### How-To Geek – Remote

- Authored "How To" articles about various computer-related topics for <http://www.howtogeek.com>.
- Established effective relationships with cross-functional managers/teams to align with business goals and process improvement.
- Completed writing assignments according to set standards regarding order, clarity, conciseness, style, and terminology.
- Edited, updated, and rewrote old articles for re-publication.

### Programmer/Technical Writer

2004 – 2012

#### Rotordynamics-Seal Research – Loomis, CA

- Programmed key parts of the graphical user interface for RAPPID™, a multi-disciplinary, modeling and simulation tool.
- Successfully authored and maintained an enterprise-level technical documentation system (user guides and online help) for RAPPID™ to be used by commercial and government clients; managed internal documentation.
- Increased user capability by developing context-sensitive help and programmatically connecting topics within the online help system to Help buttons on screens within RAPPID™.
- Demonstrated ability to communicate with employees at all levels within the organization to provide training/refresher documents regarding new skills.

- Converted a HTML Help system on an intranet site to a fully functioning website using a combination of a software tool and manual editing of the HTML code, providing access to data in a secure, reliable, and responsive manner.
- Increased productivity by designing a comprehensive build utility used daily by programmers and engineers to compile the modules within RAPPID™.
- Automated daily builds of RAPPID™ by creating and maintaining batch files for Windows and shell scripts for Linux.
- Reduced failures by implementing and maintaining automated daily smoke tests exercising the features in RAPPID™ and reporting when the test cases failed.
- Increased the proficiency of the software by conducting research and integrating a bug-tracking software for use by the employees testing RAPPID™; consistently improved problematic content.
- Improved operational proficiency by developing job aids for employees describing the proper use of software used in-house and the accurate performance of daily tasks.

**Senior Technical Writer/Project Manager**

1997 – 2003

**New York Life – Reno, NV**

- Promoted to Senior Technical Writer/Project Manager from Consultant in August 1998 for demonstrating exemplary performance.
- Accurately authored and updated documentation and online help 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.
- Developed 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.
- Led and managed successful projects by consulting 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.
- Facilitated training and development for co-workers on how to create and maintain the user's guides and context-sensitive help; assigned/delegated help projects to qualified co-workers.
- Ensured on-time quality projects by monitoring and reporting progress of help projects to Business Manager. Increased operational proficiencies by keeping the 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.
- Led the development and implementation of 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.
- Improved the effectiveness of the documentation, help, and training courses by creating job aids to document the processes and tools used for performing the tasks of the job.

**EDUCATION, CERTIFICATION, AND TRAINING**

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**The Accelerated Program for Six-Figure Copywriting**, AWAI Online (currently enrolled)  
**Instructional Technology Certificate**, San Diego State University (Distance Education)

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

**PUBLICATIONS**

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**Articles:**

<http://www.makeuseof.com/tag/author/lorikaufman/>  
<https://www.groovypost.com/howto/author/lori/>  
<https://www.howtogeek.com/author/lorikaufman>

**Documentation:**

<http://techwriter.lorikaufman.com/samples.php>