

LORI ELLEN KAUFMAN

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Objective

To obtain a position with a professional organization where I can use my technical writing and editing skills to create, edit, and maintain books, user manuals, online help, job aids, training tools, and other forms of printed and online material.

Professional Experience

Freelance Writer

Various websites

1/10-Present

- Write "How To" articles about various computer-related topics for three websites: <http://www.howtogeek.com>, <http://helpdeskgeek.com> and <http://www.online-tech-tips.com>. Manually edit HTML code in Windows Live Writer posts to obtain desired format.

Programmer/Technical Writer

Rotordynamics-Seal Research, Loomis, CA

9/04-Present

- Program parts of the graphical user interface for RAPPID™, a multi-disciplinary, modeling and simulation tool.
- Write and maintain documentation (user's guides and online help) in the form of web-based help for RAPPID™ and manage internal documentation created within the company.
- Provide context-sensitive help by programmatically connecting topics within the online help system to Help buttons on screens within RAPPID™.
- Update and maintain intranet site, using AuthorIT to generate the HTML Help system and another tool and manual editing of the HTML to convert it to a website.
- Assist with the design of a comprehensive build utility used daily by programmers and engineers to compile the modules within RAPPID™. Program and maintain the graphical user interface for this utility.
- Write and maintain batch files for Windows and shell scripts for Linux to perform automated daily builds of RAPPID™.
- Setup and maintain automated daily smoke tests exercising the features in RAPPID™ and reporting when the test cases fail.
- Assist with the architectural design and setup of three networks utilizing Windows and Linux servers, NAS boxes, and thin clients and maintain these networks.
- Maintain backups of data on development and web servers.
- Research and set up bug-tracking software for use by the employees testing RAPPID™.
- Provide 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.

Technical Skills

Hardware/OS: Dell servers, NAS boxes, thin clients, Windows XP, Windows 7, Windows Vista, Windows Server 2003, SUSE Enterprise Linux, Ubuntu Linux

Software: AuthorIT, chm2web, Click to Convert, EMC Retrospect, GIMP, HelpServer, Kaspersky Anti-Virus, KompoZer, Microsoft Excel, Microsoft Outlook, Microsoft Visio, Microsoft Word, Multi-Edit, NX Server, OpenOffice, Paint Shop Pro, PDF Toolbox, Perforce, SmartDraw, SnagIt, VirtualBox, Visio, VMware Workstation, Windows Live Writer, WinSnap, Wordpress

Programming Languages/Libraries/Tools: HTML, Qt C++ class library, Qt Designer, Totalview

Exposure To: Adobe Acrobat, Cascading Style Sheets, DocToHelp, Dreamweaver, FrameMaker, Microsoft Access, Microsoft PowerPoint, Microsoft Project, Microsoft Visual Studio, RoboHelp

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