LORI KAUFMAN

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PROFESSIONAL SUMMARY

Accomplished and results-oriented Technical Writer experienced in authoring 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 in order to work remotely, with minimal supervision. Seeking a job in a fast-paced environment where I can apply my broad range of technical writing experience to help customers successfully learn about new software and technology.

SKILL HIGHLIGHTS

- Technical knowledge and documentation
- Excellent writing skills
- User guides, training manuals and job aids
- Creativity, accuracy and attention to detail
- "How-To" Articles for publication online

- Ability to meet deadlines
- Proficient in Windows, Mac, and Linux
- Wordpress, SnagIt, Slack and Trello
- Knowledge of HTML
- Proficient in Microsoft Office Word, Outlook, Excel and PowerPoint

ACCOMPLISHMENTS

Successfully converted a HTML Help system on an intranet site to a fully functioning website utilizing a combination of a software tool and manual editing of the HTML code to allow users to access 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.

PROFESSIONAL WORK HISTORY

Business Owner/Vice President/Secretary, 04/2013 to Current
CLK Martial Arts, Inc., d.b.a. Family Taekwondo Academy – Folsom & Roseville, CA
- Own and manage two martial arts studios along with managing the performance of employees.
- Work closely with the President/Treasurer to oversee and manage the strategic short/long-term goals of the day-to-day business operations.

Staff Writer, 12/2015 to 03/2017
How-To Geek – Remote
- Independent Contractor 8/11 - 11/15
- 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.
- Updated and rewrote old articles for re-publication.

Programmer/Technical Writer, 09/2004 to 09/2012
Rotordynamics-Seal Research – Loomis, CA
- Programmed key parts of the graphical user interface for RAPPID, a multi-disciplinary, modeling and simulation tool.
- 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 by 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/re-fresher sessions regarding new skills.

- Converted a HTML Help system on an intranet site to a fully functioning website utilizing a combination of a software tool and manual editing of the HTML code to allow users to access 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.
- Created and maintained batch files for Windows and shell scripts for Linux to perform automated daily builds of RAPPID.
- Reduced failures by implementing and maintaining automated daily smoke tests exercising the features in RAPPID and reporting when the test cases failed.
- Executed the architectural design, setup, and maintenance of three networks utilizing Windows and Linux servers, NAS boxes, and thin clients.
- 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, 03/1997 to 08/2003
New York Life – Reno, NV

- Promoted to Senior Technical Writer/Project Manager from Consultant in August 1998 for demonstrating exemplary performance.
- Successfully authored and maintained documentation 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.
- Ensured accuracy by editing the HTML in the help system to connect the help topics.
- 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.
- Maintained main help file for the Field Technology Software Library, of which FTIS is a part.
- 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 documenting the processes and tools used for performing the tasks of the job.

EDUCATION, CERTIFICATION AND TRAINING

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

Object-Oriented Programming Using C++, Sierra College, Rocklin, CA Spring
Instructional Technology Certificate, San Diego State University (Distance Education) Fall

PUBLICATIONS

Articles and Documentation:
https://www.howtogeek.com/author/lorikaufman
http://techwriter.lorikaufman.com/samples.php