JEAN ANDERSON **WWW.ANDERSONWRITING.COM**	**Anderson Writing Services** 246 Via Novella, Aptos, CA 95003 jeanaws@aol.com 831-685-1041

LEAD TECHNICAL WRITER/PROJECT MANAGER - CONSULTANT

Offering Top Notch Lead Technical Writing Services for
Multi-Billion-Dollar Companies & Successful Startups

Jean Anderson is an accomplished contract Lead Technical Writer/Project Manager, recognized for her development of award-winning technical documents and manuals for best-selling Silicon Valley products, services, & online shopping malls.

▸ <u>Microsoft TV Platform</u> – Enables Comcast to offer advanced television services to over one million subscribers Project Lead for Data Center and Systems Integrators Documentation
▸ <u>SHOP•COM</u> – Destination OneCart® online marketplace supporting one checkout cart for hundreds of stores.
▸ <u>3Com</u> –Data Centers, Developers, Customer Support, System Integrators, End User, Online Help Documentation
▸ <u>Palm OS running on Palm PDA</u> – Palm OS Third Party Developers Documentation
▸ <u>Cisco</u> – Cisco IOS Command Reference, Installation, Configuration, Monitoring Troubleshooting, Maintenance, international Hosted Applications development Project (CHAI) Documentation

Organized and efficient Lead Writer in deadline-driven and rapidly changing environments, delivering quality, organized documents on schedule and within budget. Earns consistent positive feedback from stakeholders and customers for document accuracy and clarity. Equally skilled writing for technical and non-technical audiences.

Excellent, quality-driven Project Manager with proven success prioritizing and delegating work, developing and managing project plans. Strong team player valued as a primary and knowledgeable point-of-contact for documentation projects.

> **Winner of numerous technical writing awards, bringing publicity to employers and contributing to product sales**
>
> *Society for Technical Communication (STC) Distinguished Writing Award (3ComImpact Network Adapter), STC International Writing Award (3ComImpact Network Adapter), STC Writing Award (3Com EtherLink III LAN PC Card User Guide), PC Computing MVP Award (3Com EtherLink III LAN PC Card), Computer Retail Week Editor's Choice Award (3Com EtherLink III LAN PC Card)*

Produces Diverse Technical Documentation

▪ *Technical Procedures* ▪ *System Administrator Documentation* ▪ *User Guides* ▪ *Installation/Configuration* ▪ *Operations*
▪ *CLI Command Reference* ▪ *Online Merchant Documentation* ▪ *Corporate Templates* ▪ *API Documentation*
▪ *Engineering Specs* ▪ *Payment Card Industry (PCI) Compliance Documentation* ▪ *Backup and Restore Procedures*

For Complex Technical Products and Projects

Cisco Routers	API Documents	SDK and CDK Documents
PDA and Wireless Technologies	Business Disaster Continuity Planning	Accounting
LAN and WAN Networks	Disaster Backup Procedures	Application Software
Juniper JUNOS	Disaster Recovery Procedures	Release Notes
Cisco IOS	PCI Compliance	Palm OS
Microsoft TV Server/Client Platform	Hosted Applications and Services	Compliance Documents
Online Shopping Finance Billing	IT Backup and Restore	Switches

TECHNICAL TOOLS

Extensive skills working with professional technical writing tools, including Microsoft Word, Microsoft Excel, Adobe Acrobat, PowerPoint, Adobe Photoshop, Visio, Outlook, Share Point, Windows CLI, Wikis, FrameMaker, and many other applications. Enjoys learning tools and applications. Quick study for tools, process, and corporate style guide/formatting/output requirements. Produced structured content files that were published to multiple outputs in a variety of environments.

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LEAD TECHNICAL WRITING EXPERIENCE HIGHLIGHTS

SHOP•COM – Monterey, CA   **2006 to 2008**

LEAD TECHNICAL WRITER – PROJECT MANAGER

Lead Technical Writer and Project Manager for Global Start-up Online Shopping Mall Company Technical Publications. Developed templates and documents for all departments and external partners, and defined and managed all project deliverables. Primary deliverables included:

- Developed technical documents for international Online Shopping Mall for: Engineering, Merchant Operations, Sales, Payment Card Industry (PCI) Compliance, Project Management, Engineering Billing Software, and Finance.
- Project Manager and Lead Writer for Finance Billing analysis, and data fields and reports standardization.
- Documentation Project Manager for Payment Card Industry (PCI) project that developed a system that met PCI Audit Shopper Cardholder Data Security requirements for SHOP.COM that has hundreds of employees and Merchants.
- Developed PCI compliance policy and procedures documents for Corporate, Engineering, HR, Merchant Operations, Finance, Billing, and IT
- Developed Merchant Operations documents describing Order Processing Integration, Order Status Integration, Product Data Integration, Best Practices for Content Optimization, Cost-Per-Click, and Content Guidelines documents
- Developed, updated, and maintained Technical Publications library Share Point, developed existing documents in new template, and organized them into the new Technical Publications Share Point
- Produced custom Microsoft Word templates for company Merchant, Finance, PCI, and Engineering documents

Selected value-add contributions:

- Established and deployed standard data fields for billable items across multiple internal applications, improving invoicing and revenue reporting, and reducing processing time.
- Defined and deployed standard development and operations procedures for Engineering, Finance, Billing and Revenue Reporting, improving productivity and report accuracy.

Microsoft TV (MSTV)– Mountain View, CA   **5/2005 to 5/2006**

LEAD TECHNICAL WRITER – PROJECT LEAD

Project Manager for Foundation Project MSTV publications team. Contributed Lead Writing skills, technical expertise, and management ability to develop documents for designing, installing, and configuring networks for Microsoft TV products.

Developed MSTV/Comcast Data Center Operations structured content for Planning, Backup/Restore, Monitoring/Troubleshooting, Operations Reference, Deployment Configurations, and Security.

- **Managed publications processes to deliver innovative Microsoft TV product documentation** for delivery to Comcast developers, system administrators, and service operators for Microsoft TV server and client products.
- Responsible for Project Plan, Release Specification, Bug Reports and Resolution, Project Documentation Contents
- Developed, launched, and updated Project Publications Share Point

Selected value-add contributions:

- Developed Disaster Recovery procedures, including backup, recover, and restore procedures.
- Using Microsoft Share Point and Microsoft FrontPage, created publications project information portal web site.
- Developed new troubleshooting events and performance counters system to meet Comcast contractual obligations; improved system monitoring capability for IT Data Centers by providing critical troubleshooting information that allows Customer Support technicians to quickly solve subscriber problems, which increased customer satisfaction.
- Built strong working relationships with collaboration and cooperation including management, publications, production, editing, and product teams. Publications liaison to Engineering and Product Development teams.

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Adara Networks – Scotts Valley, CA   **2002 to 2007**

LEAD TECHNICAL WRITER – PROJECT MANAGER

Lead Information Developer and Technical Publications Project Manager for Startup Company with new routing technology product, serving as sole documentation resource. Primary deliverables included:

- Company documentation system and project management documents.
- Router CLI Command Reference Guide
- Router User Guide
- Custom Network Router Installation and Configuration Guides for Beta customers.
- Microsoft Word templates for manuals, white papers, and custom configuration guides.
- Technology and business white papers and marketing collaterals (in conjunction with CEO).
- Manuals and white papers for corporate web site information portal for internal corporate employees.

Selected value-add contributions:

- Project Manager who used networking expertise and writing ability to develop documents enabling System Engineers to deploy Beta products seamlessly while facilitating ability of external partners' Beta sites to re-install and configure system, increasing customer satisfaction and saving money on Customer Support calls and Customer Support onsite visits.
- Developed and implemented internal and customer-facing documentation systems, processes, and tools, and wrote technology reports, business documents, White Papers, and Customer Support documents.

Cisco Systems – San Jose, CA   **2000 to 2001**

LEAD TECHNICAL WRITER AND TECHNICAL PUBLICATIONS PROJECT MANAGER

Lead Technical Writer and Technical Publications Project Manager for Cisco Hosted Applications Initiative team. Developed highly Technical Specifications and White Papers for internal team members and external development partners. Project Manager who managed design, development, launch, and updates of Cisco information portal Web Site. Primary deliverables included:

- Technology and business White Papers on Hosted Applications technologies.
- Specification templates and specifications for external Development and Marketing partners.
- Engineering specifications for hosted applications.

Selected value-add contributions:

- Managed standard Cisco Web Site development using a remote Web Site development team and successfully consolidated all critical project information with efficient access and retrieval for Cisco and external partners.

Cisco Systems – San Jose, CA   **1998 - 2000**

SENIOR TECHNICAL WRITER

Developed Cisco Systems IOS documentation for three releases as a contractor. Worked with Subject Matter Experts to develop new documentation on new features using specifications, code samples, and demonstrations. Collaborated with Training to develop in-house and customer training for new features.

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3Com Corporation – San Jose, CA   **1985 to 1999**

LEAD TECHNICAL WRITER

Developed extensive technical documentation for U.S. and international customers for multiple 3Com products. Applied networking expertise and writing skills to make direct contributions to increased sales, higher customer satisfaction, and decreased customer support costs. Wrote manuals and other product documentation for network PC cards, routers, network interface cards, ISDN adapters, and network application and network management applications. Primary deliverables included:

▶ Quick Start Guides	▶ Specifications	▶ Printed Manuals
▶ WinHelp Systems	▶ Web Documents	▶ Developer Documentation (Palm OS)
▶ Tutorials	▶ HTML Manuals	▶ Command Reference Manuals (3Com NETBuilder)

Selected value-add contributions:

- ▶ Won writing awards for technical manuals, earning publicity and increasing sales for 3Com.

ADDITIONAL TECHNICAL WRITING HIGHLIGHTS (1985 TO PRESENT)

Lead Technical Writer Contractor for:

- ▶ ConSentry Networks: ConSentry Networks Secure LAN Controller Hardware Installation Guide Project
- ▶ Nishan Systems: IPS Series IP Storage Switch User Guide, SANvergence Manager Switch Software User Manual
- ▶ Palm, Inc: Conduit Development Kit for Windows
- ▶ JetStream: CPX-1000 documentation for and its application Voice-over Broadband (VoBB)
- ▶ VA Software: VA Linux Network Attached Storage Appliances – NetAttach Software Guide
- ▶ Juniper Networks: JUNOS™ Internet Software Configuration Guide Interfaces and Chassis Release 4.0
- ▶ Vitalink Communications: Project Manager for Vitalink WANManager Network Management software.

WEB CONTENT DEVELOPMENT

Designed and wrote Web Content for high-tech clients and developed Web Site design and Content for:
www.andersonwriting.com, www.awsdisasterplanning.com, www.hannah-and-niki.com, and www.seascapecert.org.

EDUCATION

St. Mary's College of California, Moraga, CA   B.A. Management
Advanced Project Management Post-Graduate Coursework UCSC
Professional Business Leadership and Team Building Courses
Video Production Program UCSC Extension
Leadership Santa Cruz County Class of 2007 Graduate   Project Leader   Office Disaster Survival Planning Project
High Speed Project Management - Cabrillo College 2008
Project Management Professional Certification Program Cabrillo College   in Progress

PROFESSIONAL ASSOCIATIONS AND COMMUNITY SERVICE

Member, Society for Technical Communication
Judge, Society for Technical Communication Annual Writing Awards
Speaker: Technical Writing as a Career – Cabrillo College, Santa Cruz Library
Speaker: Technical Writing as a Career – UCSC Career Center
Seascape Community Emergency Response Team (CERT) Board President
Seascape Community Emergency Response Team (CERT) Disaster Survival Writer and Responder
Leadership Santa Cruz County Alumni Association Committee
Santa Cruz County Emergency Management Coordinating Committee Business Representative
Aptos Chamber of Commerce Community Enhancement Award 2006