



LEAD WRITER / PROJECT MANAGER - CONSULTANT

Providing Top Notch, Cost-Effective Writing Services for Multi-Billion-Dollar Companies & Successful Startups

PROFILE

Award-winning Lead Writer and Author, with a successful career writing technical product development, training, and operations (install/configure/monitor/troubleshoot/upgrade/daily procedures) content for best-selling technical products & services.

Honored recipient of Regional and International Technical Writing awards, bringing publicity to employers and contributing to product reputation and sales.

Certified **Project Manager**, valued as a strong team leader of cross-cultural teams.

Runs a tight ship in deadline-driven & rapidly changing environments, delivering quality results on schedule.

TARGETED TECHNICAL CONTENT

- *Product Development* ▪ *Disaster Recovery* ▪ *Business Continuity* ▪ *Operations*
- System Administrator Documentation* ▪ *User Guides* ▪ *Installation/Configuration* ▪ *Training*
- *Data Center Operations* ▪ *Disaster Prevention/Mitigation* ▪ *Data Center Backup and Restore* ▪ *Audit Compliance*
- *Standard Look and Feel* ▪ *Policies* ▪ *Procedures* ▪ *Web Content* ▪ *Knowledge Base* ▪ *Presentations* ▪ *Procedures*

COMPLEX PRODUCTS AND PROJECTS

- Data Center Installation, Configuration, Daily OPS, Monitoring & Troubleshooting
- Microsoft TV Server/Client Platform
- DR/BC Compliance: Policies and Procedures
- Innovative Medical Hardware
- Data Center Disaster Recovery and Daily OPS Policies and Procedures
- Comcast Data Center OPS
- PCI/IAB/MRC Audits: Project Manager, Policies, Procedures
- API Reference Manuals
- Cisco IOS Documentation and Training Development
- Data Communications
- Internet Shopping Finance, OPS, DEV, and Billing
- Juniper JUNOS

PROFESSIONAL TOOLS

Extensive skills working with professional writing tools, including Microsoft Word, Excel, Visio, Outlook, PowerPoint, Adobe Distiller, Photoshop, Share Point, Windows CLI, Wikis, Twikis, XML, and many other applications.

Enjoys learning tools and applications. Quick study for tools, process, and corporate style guide/formatting/output requirements.

PROFESSIONAL EXPERIENCE HIGHLIGHTS

Adify Corporation – San Bruno, CA

2009- Present

SENIOR PROJECT MANAGER AND TECHNICAL BUSINESS ANALYST

Promoted to Senior PM responsible for product platform Data Center operations projects for vertical ad management company whose Data Centers process millions of clicks and impressions. Successful projects include: streamlined release process for 32 platform applications, services, and databases, corporate Internet Advertising Bureau (IAB) Audit and MRC Accreditation project, and standardized best practices Data Center OPS and Disaster Recovery/Business Continuity policies and procedures.

Selected value-add contributions:

- ▶ Senior PM for successful IAB) Audit and Media Rating Council Accreditation project team
- ▶ Senior PM for Data Center Disaster Recovery/Business Continuity program

JEAN ANDERSON-PMP

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Adify Corporation – San Bruno, CA

2008- 2009

DISASTER RECOVERY BUSINESS CONTINUITY WRITER AND TECHNICAL BUSINESS ANALYST

Contracted to design, develop, document, and implement Disaster Recovery and Business Continuity and Daily Operations best practices policies & procedures for vertical ad management company Data Centers that process millions of clicks & impressions.

Selected value-add contributions:

- ▶ Developed central Data Center product platform OPS Twiki portal and wrote content.
- ▶ Developed OPS Disaster Recovery/Business Continuity portal and wrote policies and procedures with SMEs
- ▶ Developed standard company branded templates for all content
- ▶ Collected verbal tribal knowledge and developed standard policies and procedures for Data Center operations.
- ▶ OPS Twiki and knowledgebase established as a key data center operations resource.

SHOP•COM – Monterey, CA

2006 to 2008

LEAD TECHNICAL WRITER – PROJECT MANAGER FOR START UP

Lead Writer and Project Manager for Internet Shopping Mall Company. Project Manager for Finance Billing analysis, and data fields and reports standardization projects. Project Manager for Payment Card Industry (PCI) Compliance project and developed PCI Data Security compliance policies and procedures. Developed templates. Defined and managed all project deliverables.

Primary deliverables included:

- ▶ Engineering, Merchant Operations, Sales, Payment Card Industry (PCI) Compliance, Project Management, Engineering Billing Software, and Finance documents.
- ▶ 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

Selected value-add contributions:

- ▶ Established company library Share Point portal for DEV, FINANCE, AUDIT, and MERCHANT OPs critical documents.
- ▶ Developed existing company documents in new template, and organized company files into the new library Share Point, establishing it as the main corporate internal portal.
- ▶ Established and deployed standard billable items data field definitions across multiple internal applications, improving invoicing and revenue reporting, and reducing processing time by staff.
- ▶ 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 CONSULTANT

Lead Technical Writer and Project Manager for Foundation Project MSTV publications team. Contributed Lead Writing skills, technical expertise, and management ability to deliver documents for designing, installing, and configuring networks for Microsoft TV products. Developed MSTV/Comcast Data Center Operations content in structured files 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 PM Plan, Release Specification, Bug Reports and Resolution, Project Documentation Contents

Selected value-add contributions:

- ▶ Developed Disaster Recovery procedures, including backup, recover, and restore procedures.
- ▶ Developed, launched, and updated Project Publications Share Point
- ▶ Developed new troubleshooting events and performance counters system to meet Comcast contractual obligations
- ▶ Improved system monitoring capability for Data Centers by providing critical troubleshooting information that allows Customer Support technicians to quickly solve subscriber problems, which increased customer satisfaction.

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Adara Networks – Scotts Valley, CA

2002 to 2007

LEAD TECHNICAL WRITER – PROJECT MANAGER FOR START UP

Lead Information Developer and Technical Publications Project Manager for Startup Router Company serving as project manager and sole documentation resource. Primary deliverables included:

- ▶ Developed and implemented documentation system, and project management best practices.
- ▶ Router CLI Command Reference Guide and 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).

Selected value-add contributions:

- ▶ Project Manager for standardized documentation system facilitating ability of external partners' Beta sites to re-install and configure system, increasing customer satisfaction and saving money on Customer Support calls and 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 INTRANET PORTAL PROJECT MANAGER

Lead Technical Writer and intranet Portal Project Manager for Cisco Hosted Applications Initiative team. Developed format and content templates for highly Technical Specifications and White Papers for team 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 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.

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. Primary deliverables included:

- ▶ Quick Start Guides
- ▶ Specifications
- ▶ Printed Manuals
- ▶ Help Systems
- ▶ Web Documents
- ▶ Developer Documentation

Selected value-add contributions:

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

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LEAD TECHNICAL WRITING HIGHLIGHTS (1985 TO PRESENT)

LEAD TECHNICAL WRITER CONTRACTOR:

- ▶ 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 and Software Development Kits
- ▶ 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

Developed web content for high-tech clients including Microsoft TV and Cisco and the following:

- ▶ Anderson Writing Services: www.andersonwriting.com
- ▶ AWS Disaster Recovery and Business Continuity planning services: www.awsdisasterplanning.com
- ▶ Hannah and Niki Mysteries for Girls: www.hannah-and-niki.com,
- ▶ Volunteer Seascope Community Emergency Response Team: www.seascopecert.org.
- ▶ As volunteer business representative on Emergency Management Coordinating Committee for Santa Cruz County, managed design and development of www.santacruzready.com.

EDUCATION

- ▶ St. Mary's College of California, Moraga, CA B.A. Management
- ▶ UCSC Advanced Project Management Post-Graduate Coursework
- ▶ Business Leadership and Team Building Courses
- ▶ Leadership Santa Cruz County Graduate
- ▶ Project Leader: Disaster Recovery/Business Continuity Project
- ▶ Video Production Program UCSC Extension
- ▶ Project Management: Cabrillo College
- ▶ PMI Project Management Seminars
- ▶ Project Management Professional Certification Program
- ▶ Cabrillo College, Ultimate Success. Inc.

PROFESSIONAL ASSOCIATIONS AND COMMUNITY SERVICE

- ▶ Member, Society for Technical Communication
- ▶ Judge, Society for Technical Communications
- ▶ Speaker: Writing as a Career – Cabrillo College, Santa Cruz Library, UCSC Career Center
- ▶ UCSC Career Advisor Network Advisor
- ▶ Speaker: Disaster Recovery/Business Continuity –Project Management Institute, Corporate, Community Neighborhoods
- ▶ Seascope Community Emergency Response Team (CERT) Board President and CERT Responder
- ▶ Leadership Santa Cruz County Alumni
- ▶ Association of American University Women
- ▶ Santa Cruz County Emergency Management Coordinating Committee Business Representative