

Mary Ann Stacy Howell

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Qualifications Summary

Management skills

Team support and training

Best practices for managing the life cycle of technical information

Budget creation and management

Project scheduling and tracking

Software skills

FrameMaker (certified expert)

XML, XSLT, DITA

MadCap Flare

Acrobat (certified expert)

MS Office Applications

Adobe Photoshop

Dreamweaver

MS SharePoint

Adobe Illustrator

PHP and MySQL

Microsoft Visual Studio

RoboHelp

Information specialist skills

Information architecture

Document design

API reference material design

Database design

Minimalist writing

Training courseware design

Web-application design

Web-site design

Content-management planning

Experience

ActivePDF Inc., Laguna Niguel, CA

2014 – now

Senior Documentation Specialist: As the sole technical writer in this streamlined and agile company, I manage the technical communication department and produce all technical documentation, including software release notes, user guides, API reference manuals, and Knowledge Base technical articles. I am a successful team member in a fast-paced, deadline-driven environment, supporting eight product lines with frequent release dates. While in this position I have designed and implemented:

- The layout and information design for all posted technical documentation.
- A process that automates the production of API reference manuals from Microsoft MSDN .Net IntelliSense, and COM .idl files.
- The SharePoint intranet site for the Technical Publications department, which hosts internal technical documents, document-change request forms, style guides; and subsites for tech pub processes and projects.
- The company's Internet Knowledge Base site (using the Kentico CMS framework) that hosts brief trouble-shooting documents and FAQs.
- A Google Analytics project that tracks the user's experience while referencing our posted documents.

Kulicke & Soffa Wedge Bonder Unit, Irvine, CA

(Formerly Orthodyne Electronics)

2004 – 2013

Manager of Technical Publications: Led, trained, and mentored a staff of six writers, managed the department budget, and worked with vendors and customers. I designed a single-source document creation process, based on short XML topics housed in a component management system (CMS). This process produced a complex matrix of award-winning technical manuals, software-release notes, and technical bulletins published in a variety of forms, including printed manuals, PDF documents, eBooks, online help systems, and searchable libraries. I created web applications that allowed easy access to technical information from anywhere in the world; and tracked all the department projects. I also served as the Irvine site expert for the company-wide SharePoint knowledge management system—creating taxonomies and providing technical support and training.

Hikari Publishing, Aliso Viejo, CA

2002 – 2004

Consultant: (Principal) Designed XML-based documentation solutions for Southern California companies. Created templates, provided FrameMaker training.

Cadence Design Systems, Inc., Irvine, CA 2000 – 2002

Technical Publications Consultant: Managed the PSpice documentation supporting PSpice (Electronic Design Automation) software. In this position I set up a single-source system to write, edit, and sign off information once, reusing the same information in many formats, including online books, web pages, and online help.

Sony Trans Com, Irvine, CA 1997 – 2000

Senior Technical Writer, Book and Template Designer: Wrote and illustrated brochures, user guides, illustrated parts lists, training materials, repair manuals, and online help for networked in-flight entertainment systems, following Air Transport Association (ATA) specifications. Wrote policies and procedures for ISO 9000 compliance. Designed and updated the department style guide. Designed the information architecture and templates for documents. Scheduled projects, organized archives, and oversaw print vendors.

Sierra Solutions, Sierra Vista, AZ 1991 – 1997

Technical Writer, Editor: (Contract positions, consultant) Created user manuals and documentation.

Inland Motor Corporation, Sierra Vista, AZ 1983 – 1991

Electronic Design Engineer: Manager of the linear amplifier department. Designed linear amplifier motor controls for special applications and provided support to customers. Wrote advertising copy, user guides, specification sheets, application notes, and catalogs about DC servo motors and drivers. Reviewed customer specifications and wrote qualifying tests for quality control.

Professional Affiliations

Senior Member, Society for Technical Communication (STC)

Past First Vice-President of the Orange County chapter of the STC (OSTC)

STC judge for international technical publication awards

Education and Certifications

Master of Library and Information Science; Drexel University, Philadelphia, PA

Bachelor of Arts, dual major: Journalism and East Asian Studies, University of AZ, Tucson

Associate of Science in Electronics Technology, Monterey Peninsula College, Monterey, CA

Certificate in International Business Communication, Pima College, Tucson, AZ

Certified Software Trainer (CTT+) by CompTIA

Project, Time, and Team Management certifications (in-house training)

Awards

President's Award, OCSTC, 1999

Eight Awards of Excellence, STC 2004 through 2008 S. CA Technical Publications Competition

Award of Excellence, STC 2008 International Technical Publications Competition

Articles

FrameMaker Tips, monthly column in *The TechniScribe*, OCSTC newsletter. Example, Page 9:
<http://www.ocstc.org/pdf/ts092004.pdf>

Professional Presentations

Page Layout and Design, 1999, Sony Trans Com Training and Technical Publications Conference

Single Source Secrets Using FrameMaker and WebWorks Professional, 2001, Willamette Valley chapter of the STC, Single Source Special Interest Group

Seven Steps to Minimalist Writing, 2003, STC International Conference

Destination: Round Trip XML, 2003, STC International Conference

Creating a DocTrack Web Application with Dreamweaver, 2006, STC International Conference