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Summary:

Ten years media development experience with major strengths in:

- Technical Writing
- Multi-Media Production
- Consulting
- Website Development
- Web Content Creation
- Business Analysis
- Desktop Publishing
- Distance Learning

Application experience:

- Adobe Illustrator
- Adobe After Effects
- Adobe Premier Pro 1.5
- Macromedia Dreamweaver
- Macromedia Flash
- Visual Source Safe (a content versioning control tool)
- Corel Photo House
- Lotus Notes 4.x
- MS Outlook
- MS Access 2000
- MS Word 2000
- MS PowerPoint 2000
- Adobe PhotoShop
- Adobe FrameMaker
- Adobe Audition
- Macromedia Fireworks
- Macromedia Captivate
- RoboHelp
- Quark Xpress
- DocuTools (a tool for Information Mapping)
- MS Visio 5.x
- MS Project
- MS Excel 2000
- OpenOffice.org 2.0

Programming Experience:

- Heavy skills in HTML.
- Medium skills in CSS, and PHP.
- Light skills in XML, JavaScript, ASP and VBScript.

Industry Experience (Client or Employer):

- Consulting (KMPG (a Groundswell Development client))
- Financial Services (Mellon Financial, FleetBank (a Groundswell Development client))
- Insurance (SunLife of Canada)
- Medical (International High Altitude Research Coalition)
- Real Estate (Groundswell Development clients)
- Retail (Groundswell Development clients)
- Software Development (PCi Corporation, Brainstorm Technologies)

Experience:

10/2000 to
Present

Mellon Private Wealth Management, Boston, MA.
Training Department

Technical Writer/ Intranet Manager / Multi-media Producer

- Write training and procedural documentation from Business Requirement and Functional Specification documents for SEI Systems Mainframe and Windows-based client-server applications using MS Word and an Information Mapping-type tool called DocuTools.
- Starting in 2000, conceptualizing and producing conversion of training materials into multi-media / web-based-training tools using Flash, Dreamweaver and Fireworks.
- Interface with Business Analysts and End-users.
- Manage the department's intranet site using Dreamweaver and Fireworks.
- Starting in 2005, coordinating the introduction of Macromedia Captivate as the preferred tool for the conversion of training materials into usable online training resources.
- Record and edit voice-overs for online training materials using Adobe Audition and Macromedia Captivate.

8/2003 to
Present

International High-Altitude Research Coalition, Boston, MA.
Medical Research

Web Site Developer

- Conceptualize, design and develop internet portal for medical researchers from Colorado to Nepal. Prototype used Dreamweaver, HTML, JScript, PHP and MySQL. Writing the production version in ASP.NET, SQL 2000 which will require porting onto the Partners' Healthcare web servers at Massachusetts General Hospital.
- Portal allows researchers to:
 - Log-in with username supplied by head-of-program
 - Enter over 150 different data-points
 - Re-visit and enter follow-up data for their patients (researchers are only allowed to view / reference data from their patients)
- Portal allows head-of-program to:
 - Receive requests for access
 - Add / Modify / Delete users
 - Download database data for further research

10/2000 to
5/2005

Mellon Private Wealth Management, Boston, MA.
Strategic Development Department

Intranet Developer / Multi-media Producer

- Conceptualize and produce an intranet site for the support of PWM's sales force using Flash, Dreamweaver and Fireworks.
- Conceptualize and produce a 30 second video of the head of PWM introducing new hires to Mellon for distribution on the Mellon intranet using a Canon XL-1 and Adobe Premier.

7/2004 to
11/2004

PCi Corporation, Boston, MA
Software Company for the Financial Services Industry

Technical Writer

- Wrote nine User Guide modules detailing the use of PCi's Fair Lending *Wiz* bank lending compliance software using FrameMaker.
- Documentation illustrated the use of the software and the larger context in which each function operated.
- Wrote NIST-compliant Risk Management document and Security Plan for PCi's Fair Lending *Wiz* and CRA *Wiz* lending compliance software using MS Word.

9/2001 to
6/2004

Groundswell Development, Cambridge, MA
Communications Consultants

Principal

- Started firm with business partner – he as designer and site creator, myself as content creator, site architect and functionality coder (ASP, PHP, MySQL, Javascript).
- Personally responsible for:
 - Sales
 - Accounting
 - Company vision
 - Client site architecture
 - Client site functional specifications
 - PHP coding
 - Database design
 - eLearning projects

4/99 to 12/99

Sun Life of Canada, Wellesley Hills, MA
International provider of Individual and Group Insurance as well as Financial Services

Technical Writer

- Documented closing phase of 18-month Y2k initiative using MS Word 97.
- Monitored project flow and updated status using MS Project 98.
- Designed and built Lotus Notes database for managing documents associated with the project. (Notes v. 4.x)
- Designed and built web pages for communicating the Y2k project status to the Sun Life community via its intranet.
- Documented exploratory phase for Business Continuity (BCP) Initiative. Facilitated BCP investigative meetings.

8/98 to 12/98

Massachusetts School of Law at Andover, Andover, MA.

A law school established to provide opportunity for an adult student body who did not excel at their undergraduate institutions.

Adjunct Instructor -- Writing for Lawyers (or How to Write an Argument)

- Taught writing class for eight first year law students.
- Class built upon concepts of how to write a solid argument.
- Read articles and essays from various sources including:
 - Elements of Argument, and Writing with Style
- Class was composed of students with a broad range of ability from an inability to organize thoughts logically to tweaking of style to gain clarity.
- Provided framework for curriculum (to keep each section at the same pace) though had to create exercises and daily lesson plan from the second week on.

7/98 to 4/99

Mellon Bank, Boston, MA.

Work is focused in the Private Asset Management branch of this national bank.

Technical Writer

- Wrote training and procedural documentation from Business Requirement and Functional Specification documents for an in-house Mainframe application built to act as a bridge between an outside customer and a new system implementation.
- Converted system documentation for a client-server, Windows-based securities trading system in to an Information Mapping format using DocuTools. Converted documents used for on-line reference and in-house training.
- Interfacing with Business Analysts and End-users.
- Creating end-user documentation and training materials using Word 97 and DocuTools for a mainframe-based securities trading and inquiry system designed and built in-house.

8/96 to 6/98

Brainstorm Technology, Cambridge, MA.

This IT consulting firm provided systems integration and custom application solutions to Fortune 500 and smaller clients in primarily client-server and web-based arenas.

Senior Technical Writer / Business Analyst / VB and HTML Programmer

- Designed and wrote end-user and technical documentation in Word 6.0 and Word 97. Work done for clients ranging from Insurance carriers to Nuclear Power Companies to State Child Welfare Agencies.
- Transferred end-user documentation in to on-line help files using RoboHelp. Work done for clients ranging from Insurance carriers to Nuclear Power Companies.
- Designed and implemented training strategies for clients ranging from Insurance carriers to Nuclear Power Companies to State Child Welfare Agencies.
- Wrote an internal, table-driven, on-line multiple-choice testing application in VB 5 with an Access back-end. The application allowed for the creation and maintenance of multiple tests and questions, as well as administering the tests.
- Constructed a prototype for an on-line university using CoffeeCup HTML editor and the CoffeeCup Image Mapper.
- Performed data mapping on client engagements using ERWin.
- Conducted Joint Application Development sessions (JADs) with clients.

Work in the Community:

- 9/2005 to 5/2006 **Volunteer** – Parkmead Elementary School
- 2/2004 to 5/2005 **Duxbury Business Association** – Communications Manager
- 5/96 to 2/99 **Ploughshares** – Poetry Reader for nationally recognized literary journal.
- 6/95 to 7/98 **The Clauder Competition** -- Reader for bi-annual national playwriting competition.
- 8/94 to 12/94 **Boston Partners in Education** -- Volunteer 5th and 6th grade teacher's assistant at the Blackstone Elementary School in Boston's South End.

Awards:

- 2003 **Worldfest Houston:** Gold Remi – Best Romantic Comedy Screenplay for “86”
- 2006 **Scriptapalooza:** Quarterfinalist – Screenplay competition for “Calculated Risk”

Education:

- Emerson College**, Boston, MA – MFA Creative Writing
- Cornell University**, Ithaca, NY – BA in English