

## Professional Experience

Northwest Independent Editors Guild 2013 – 2018

*President, 2018. Vice president, board development, 2017. Red Pencil conference committee, 2014-2017.*

Freelance, Seattle WA 2000 – present

*Editor.* Perform all levels of edit for end-user, e-learning, and marketing materials, technical manuals, white papers, web content, online help, as well as creative nonfiction and fiction. Clients have included independent authors, Autodesk, the Bill & Melinda Gates Foundation, Microsoft, PATH, Salesforce, Unico Properties, United Airlines, and ZeOmega. Tools include HTML basics, various CMS platforms, expertise in Word, Excel, PowerPoint; Acrobat; CMOs, AP, APA, and Microsoft style guides.

Amazon, Seattle WA August 2012 – January 2013

*Copywriter (on contract).* Sole responsibility for scheduling, writing, shepherding, and proofing all copy aspects of the new Amazon Marketing Services website and new products Amazon Pages and Amazon Posts: editing the UI; writing all assistance text, error messages, and UI status messages; composing email templates; designing, writing, and procedure-testing user guide; creating policies guide; and working with lawyer to confirm all content. Assisted User Experience designers in creating the product interface.

Milliman Care Guidelines, Seattle WA April to June 2012

*Copyeditor (on contract).* Edited all copy for rebranding of the website, including user interface labels, and all fact sheets. Edited branding guide. Developed the first comprehensive style guide, incorporating terminology and conventions of the two separate marketing and editing staffs.

Microsoft Corporation, Redmond WA 2002 – 2004

*Lead technical editor.* Performed all levels of document and UI editing for Notification Services, SQL Server Mobile Edition, and other components of SQL Server 2000, as well as editing white papers, Knowledge Base articles, and books. Managed outsourced vendor copyeditors as needed. Developed style guide, leading coordination of other groups whose technologies overlapped with SQL Server.

Contract Editor and Writer, Seattle WA 1993 – 1999

Sakson and Taylor, 1999 - 2000. WASSER, Inc, 1993 - 1999.

Performed all levels of edit for such representative projects as reference and training materials for a Weyerhaeuser business application; Microsoft Press books; Microsoft technical documents, end-user material, marketing articles, and websites; and newsletters for two small businesses. Wrote user guides.

WASSER, Inc., Seattle WA 1994 – 1995

*Project manager.* Responsible for proposal development, project management, and quality assurance of all client publications projects. Selected and managed contract writers, desktop publishers, graphic artists, and other team members. Developed project schedules and budgets. Edited most projects.

Andrew Corporation (formerly Emerald Technology), Bothell WA 1988 – 1993

*Publications manager.* Created five-person technical writing group at startup hardware/software firm. Wrote numerous manuals, edited all writers' work. Edited all marketing materials. Created newsletter.

Massachusetts Institute of Technology, Cambridge MA 1981 – 1987

*Publications manager, 1984-1987. Technical writer, 1981-1983.*

Honeywell Information Systems, Cambridge MA 1978 – 1981

*Technical writer, Cambridge Information Systems Laboratory (Multics operating system).*

## Education

Bachelor of Arts in Comparative Literature (cum laude), Brandeis University

Post-graduate semester courses on technical writing (1), marketing (1), psychology (2), graphic design (3).

## Representative Projects

### *As independent editor:*

*Nevertheless, She Persisted* (nonfiction essays), Pratima Rao. In press.

*Eagles' Reach* (novel), Kathleen LaFrancis Eaton. In production.

*Raging Soul* (novel), Amy Mayhew, all edit levels. 2017.

ZeOmega e-book, case studies, and press releases, copyedit and proofread. 2016-18.

*Office 365: Ten myths about moving to Office in the cloud* (24-pg brochure), Microsoft, copyedit. 2015.

*Better Lead Management in Five Easy Steps* (e-book), Salesforce, copyedit and proofread. 2015.

*Safe Surgery Checklist Implementation Guide* (book), Ariadne Labs (Atul Gawande), all edit levels. 2015.

*Annual Letter*, Bill & Melinda Gates Foundation, copyedit and proofread both PDF and web versions. 2012, 2013, 2014, 2015, 2017, 2018.

[Amazon Marketing Services](#) website and user guide; all writing and edit levels. 2012-13.

[Milliman Care Guidelines](#) website and fact sheet rebranding upgrade; all edit levels. 2012.

*Hyper-V Cloud Fast Track Program* (set of 2 guides, 3 white papers), Microsoft, all edit levels. 2011.

*Pathways to Secure Livelihoods: Empowering Women in Agriculture* CARE brochure through Gates Foundation, writing and all edit levels. 2010-11.

Gates Foundation new-campus newsletters and display materials, copyedit and proofread. 2010-11.

*Improving Opportunities for Women in Smallholder-based Supply Chains*, 70-page research report plus 7 case studies, for Gates Foundation, copyedit and proofread. 2010.

Microsoft Business Productivity Online Standard 15-manual series, copyedit. 2009-2010.

Manpower online training storyboards, all edit levels. 2009.

Autodesk courses, learning briefs, manuals, all edit levels. 2007-09.

Microsoft Online Services end-user documentation (all types), copyedit and proofread. 2007-08.

Boeing e-learning courses, numerous types, proofread. 2007-08.

Microsoft Mainframe Migration Group white paper series, copyedit and proofread. 2006-2013.

*Tablet PC Online Help*, all edit levels. 2006-07.

*Worldwide Small Business* for 4 vertical markets (brochures, quizzes, software kits), all edit levels. 2005.

Microsoft case studies and white papers, all edit levels. 2004-2017.

*ClearLead Software Developer Kit*, developmental and copyedit. 2000.

*Microsoft Official Curriculum Licensing Program Guide*, copyedit. 2000.

*Odyssey Training Guide*, developmental edit, for Weyerhaeuser Corp. 2000.

### *As contractor:*

*Amazon Marketing Services* all materials for this new product: website, complete user interface, user manuals, internal documentation, marketing; writing and all edit levels. 2012-13.

Microsoft .NET Framework online help and style guide, all edit levels. 2001.

*Access 2000 Step by Step* for Microsoft Press, all edit levels. 1998-99.

*Microsoft Project User's Guide* print manual, all edit levels. 1996.

*Microsoft Access/Visual Basic Step by Step* for Microsoft Press, all edit levels. 1996.

Microsoft Publisher '97, '98, 2000 online help system and user interface, all edit levels. 1995-98.

*TimeServer Administrator's Guide* and help system for Micro-Frame Technologies, writing and edit. 1995.

*Microsoft Access User's Guide*. Edited, procedure-checked, and proofread 34-chapter book, 800 graphics, and 60-page index at all stages; supervised two copyeditors; acted as coordination point for five writers, three graphic artists, localizing and production teams. 1993-94.