

Jennifer L. Anthony

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SENIOR TECHNICAL WRITER / DOCUMENTATION MANAGER

Highly motivated and accomplished technical communication specialist. Outstanding writing, editing, and organizational abilities. Creative team player who can also work independently, with demonstrated strengths in mentoring and problem-solving. Experienced in translating technical language into formats easily understood by users. Flexible and adaptable in positively responding to changing organization needs.

PROFESSIONAL EXPERIENCE

SafeNet Inc. (formerly Rainbow Technologies) – Irvine, CA March 2000 – Present
Lead Technical Writer / Manager, Technical Writing

- Write and edit award-winning software manuals, online help, and Web-based documentation
- Supervise/mentor offshore writers in New Delhi, India, assisting them with project management, document organization, writing style, and improvement of written English skills
- Work closely with programmers, project managers, and SQA throughout software development cycle
- Increased usability by designing new templates and styles for PDF and HTML-based documentation
- Promoted to manager by SafeNet during merger, but declined relocation package

Moss Software, Inc. – Irvine, CA April 1998 – March 2000
Manager, Technical Publications

- Created new technical publications department from the ground up, including hiring writers, selecting documentation tools, and delivering a 200+ page user's guide within first 60 days
- Responsible for long-term and day-to-day management of technical publications department
- Consistently delivered accurate, well-written documentation within or ahead of schedule
- Defined and implemented documentation strategy, standards, and procedures
- Created documentation plans and project schedules; tracked projects through to completion
- Edited team members' work for style, clarity, technical accuracy, and adherence to standards

Procom Technology, Inc. – Irvine, CA March 1995 – April 1998
Supervisor, Technical Publications

- Managed technical publications department: four writers and three illustrators
- Developed, implemented, and maintained documentation standards and procedures
- Edited all documentation for style, grammar, and content
- Interfaced with service bureaus for prompt, cost-effective, and correct printing of documentation, including acquiring estimates, assigning vendors, solving problems, and checking proofs
- Wrote software and hardware user manuals for hard-copy and PDF distribution

EDUCATION

- **Bachelor of Arts, Communications – Journalism, with a Minor in Political Science**
California State University, Fullerton – Graduated with High Honors, January 1995
- Introduction to Computer Programming Using Visual Basic, UCI – Winter 2000
- How to Manage Documentation and Instructional Design Projects Seminar – April 1997
- Supervisor's Certificate Program I, Irvine Valley College – November 1996

Continuing development includes attendance at professional conferences and meetings, complemented by subscriptions to professional journals.

TECHNICAL SKILLS

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| • Adobe FrameMaker 7.0 (<i>Expert</i>) | • RoboHelp HTML (<i>Expert</i>) | • Macromedia Dreamweaver |
| • Adobe Photoshop | • Adobe Acrobat | • Microsoft Outlook |
| • Microsoft Office
(Word, Excel, PowerPoint) | • Microsoft Project | • Windows 98, NT, 2000,
Mac OS 9 and OS X |

AFFILIATIONS AND AWARDS

- Senior Member, Society for Technical Communication (STC) – Orange County Chapter
- *Award of Excellence* – Southern California Unified STC 2000-2001 Technical Publications Competition

"...one of the best writers I've ever worked with. Her writing is impeccable..."

...her technical editing shows remarkable attention to detail...

...skilled in coming up with new and creative ways of presenting information so it is easy to use...

...has increased the attractiveness and usability of our documents...

...shown herself to be very adaptable and flexible...

...skilled at learning new technologies and solving technical problems...

...excels at solving problems by coming up with creative solutions..."

- excerpts from performance evaluations