

Rebecca Siegel

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Thetford Center, Vermont

experience

Freelance Writer, Editor, and User Interface Designer

Thetford Center, VT
1997 - present

- Research, design, write, index, and edit online and printed technical documentation in WinHelp, HTML Help, WebHelp, HTML, Microsoft® Word, and PDF formats. Create writing templates, style sheets, and style guides.
- Help companies determine documentation needs, tools, and procedures. Assist with hiring and managing other writers.
- Research, design, write, index, and produce other written materials, including web site content, white papers, articles, newsletters, and book indexes.
- Review software product user interfaces and recommend user interface improvements. Design new user interfaces. Perform small-scale usability testing on existing and new software development projects.

Senior Technical Writer/User Interface Designer

Framework Technologies Corp., Lebanon, NH
October 2000 - June 2004

- Responsible for all Framework end-user documentation, including paper manuals, online Help, and readme files. Reported directly to CTO.
- Designed, wrote, and indexed end-user printed and online documentation for browser-based collaboration, process/project management software. Printed documentation created with Microsoft Word and Adobe® Acrobat®. Online documentation created with RoboHelp® Office (in HTML Help and WebHelp formats) and Microsoft FrontPage.
- For all development projects, determined required writing projects, developed documentation plans and schedules, and hired and managed contract writers as needed.
- Assisted Product Management team with writing functional specifications for new features. Developed user interface specifications/designs for new features.
- Wrote and maintained the *ActiveProject® User Interface Style Guide*, which is used by the entire Development team. Performed UI reviews of all new features. Conducted usability tests of selected new features. Acted as user advocate during in-house usability tests and feature design sessions.

Technical Communication Team Manager

Logic Associates, Inc. (subsidiary of Electronics For Imaging, Inc. (EFI)), Lebanon, NH
August 1995 - October 2000

- Responsible for all Logic end-user documentation. Reported directly to the Manager of Development.
- Designed, wrote, edited, illustrated, and indexed end-user and internal documentation for Microsoft Windows® and UNIX® printing management software. Produced and delivered documentation in paper (using Microsoft Word and FrameMaker®) and online formats (WinHelp, PDF, and HTML, using RoboHELP Office, Doc-to-Help®, and Adobe Acrobat). Researched and implemented new documentation development and delivery methods.
- Analyzed product user interface design and tested for usability, worked with developers to determine product interface and functionality improvements, wrote and maintained the *Logic Guide to Interface and Usability for Windows Development*. Participated as a product tester for all new development projects.
- For all development projects, determined required writing projects, assigned writers, developed documentation plans and schedules, and acted as project leader. Hired, managed and supported other writers.
- Established the Technical Communication team (as part of the Development Department). Wrote team definition, determined team responsibilities and goals, wrote and maintained job descriptions and salary ranges. Wrote and maintained the *Technical Communication Style Guide*, which is used by all Logic writers.

Senior Technical Writer

Logic Associates, Inc., Wilder, VT
August 1994 - August 1995

Wrote, edited, and produced end-user documentation for UNIX printing management software, including Payroll, Shipping, and Finished Goods Inventory products. Developed documentation formats and style sheets.

Senior Technical Writer

Access International, Inc., Cambridge, MA
September 1990 - May 1992

- As sole writer for this 50-person company, researched, wrote, illustrated, tested, edited, and produced all end-user documentation for VAX/VMS municipal software. Developed schedules and work plans for all documentation projects. Created formats and style sheets for all documentation. Trained and managed contract writers.
- Established company-wide documentation research, writing, reviewing, editing, and testing procedures. As part of the development team, reviewed and tested software for user logic, ease-of-use, and consistency.

Technical Writer

Dun & Bradstreet Software Services (formerly McCormack & Dodge), Framingham, MA
July 1987 - September 1990

- Researched, wrote, edited, and produced a variety of end-user documentation for IBM mainframe financial products (general ledger, fixed assets, currency, and budgeting). Assisted in developing customer course materials. Managed several revision projects. Organized, edited, and produced a product newsletter for General Ledger customers.
- Project leader for a PC-based financials product. Developed a documentation and training plan and project schedule; implemented corporate development procedures, acted as a liaison between writers and developers, managed a team of writers and editors, and wrote end user documentation.

skills and tools

skills

Writing for online and paper delivery, help systems, editing, indexing, user interface design, information design, information architecture, style guides, templates, usability testing, software feature specifications, product testing, project and team management, research

applications and tools

OpenOffice.org Office Suite, Microsoft Office, RoboHelp® Office, MadCap Flare™, Doc-To-Help, FrameMaker, MacroMedia® Dreamweaver® and other HTML editors, Adobe Acrobat, Hypersnap® and other screen capture utilities, Paint Shop Pro® and other image creation and editing software, iMovie® and other nonlinear video editing software, Microsoft Visio, HTML Help Workshop, Perforce version control software, PCs and Macintosh

education

University of Connecticut, Storrs, CT
B.A 1983 – 1987, English and Linguistics
Member Phi Beta Kappa Society

University of Pittsburgh, Pittsburgh, PA
M.A. program 1992 – 1994, Linguistics
Discourse analysis of reasoning in conversation

references and portfolio

A list of references and current clients, and a portfolio of sample projects are available upon request