

MONIQUE SEMP

Phone: 707.769-9541 Fax: 707.769-9561
msemp@writequickinc.com www.writequickinc.com

SUMMARY

15+ years of documentation and software engineering experience. Responsibilities included technical documentation for internal and external customers supporting the full software lifecycle from requirements evaluation to functional specification to delivery and maintenance; usability evaluation; B2B, e-commerce support; white papers; user manuals; maintenance documents; standards, process, and procedure development, including implementation of SPI (software process improvement); mentoring; software application design and programming.

SKILLS

Production of award-winning technical documentation.

- **Marketing Collateral**—White papers, industry bylines (see page 3), product data sheets.
- **User documentation**—Product Operating Manuals, Installation and Configuration Guides, Technical Briefs, White Papers, training materials.
- **Developer documentation**—C, Java, XML, and BREW API Reference Guides, System database guides, Administrator's guides.
- **STC awards**—Awards of excellence and/or merit received: Berkeley Competition 2008, 2006, 2005; St. Louis Competition, 2003–2004; Northern CA Competition, 2002, 2001.

Broad range of technical writing activities. Document planning, audience analysis, client and SME (Subject Matter Expert) interviewing, information mapping, content creation, visual design, documentation layout, writing, technical illustration, flow charting, indexing, editing, proofreading, style guide creation and conformance, tools and templates implementation and maintenance, modular content, source control.

Software engineering. Design methodologies (UML, Use Cases, Adaptive Software Development, XP); system design and code development (interactive, real-time, GUI, procedural, and object oriented); Web-based, client-server and stand-alone applications; HCI/Usability design and analysis; quality assurance; legacy system maintenance and upgrades.

Teamwork and leadership. Team resource planning and organization, production and contingency planning for project releases; mentoring of Technical Writing interns; encouraging peer use of new tools and organizational techniques to increase productivity and efficiency; providing training and assistance in new technologies.

TOOLS AND TECHNOLOGIES

Acrobat, InDesign, Illustrator, Photoshop

FrameMaker, WebWorks, FullShot, SnagIt, Photoshop, FrameScript, CINDEXT, IXGen

Microsoft PowerPoint, Word, Excel, Visio, Project, Access

SubVersion, Tortoise, Microsoft Visual Source Safe

DoxyS, Javadoc, XML Spy, Help Workshop, Microsoft Developer's Studio

Telecom, Internet Security, Wireless Broadband, Enterprise Applications

C/C++, Java, XML, XSL/XSLT, BREW, HTML, JavaScript, SQL, Visual Basic, FORTRAN

Windows (XP, 2000/98,95, NT), UNIX, Oracle, VAX VMS, iRMX, MS-DOS

(see Page 2)

EXPERIENCE

Principal, Write Quick, Inc., Petaluma, CA, 2005–present. Contract Technical writing.

Mocana, San Francisco, CA (08/05–present). Ongoing documentation for software security solutions for wired and wireless devices, networks, and services. Single-source automatic (DoxyS) generation of HTML API Reference for full suite of security products. Installation, Porting, Programmer's Reference, and User Guides for full suite of security solutions. White papers and bylines for industry technical magazines on a variety of security topics. Support documentation efforts for the Engineering, Marketing, and Sales teams.

Sony Computer Entertainment, Foster City, CA (02/07–present, 04/05–8/05). Ongoing user and API documentation for back-end Advertising System for PlayStation® network-enabled games. Audited and provided design and implementation advice for nascent internal Information Design and Development Wiki. Extensively researched and edited new Global English Style Guide for use with all localized consumer documentation. Organized the Network Platform engineering documentation set comprising 100+ functional specifications, design documents, API references, and test plans for release to the online gaming developer community.

Autodesk, San Rafael, CA (07/07–12/08, 09/06–11/06, 8/05–03/06). Edited (substantive, copy, and production) and indexed LocationLogic developer and user guides. Troubleshot and updated WebWorks 8.6/2003 and FrameMaker 7.2 templates, enabling HTML creation of legacy and new documents. Revised *Location-Based Services Java API Reference* and developer guides per software changes. Created *Documentation Plans* for multiple new software projects. Updated Tech Pubs processes, procedures, and templates.

SkyPilot Networks, Santa Clara, CA (09/05–08/06). Expanded and improved SkyPilot Networks' wireless broadband device documentation suite comprising *Getting Started*, *Network Administration Guide*, software configuration guides, hardware installation guides. Work included adding documentation for new DualBand and TriBand antennas, restructuring procedures to be task-oriented, providing process guidance to augment the GUI descriptions, and layout changes.

Symmetricom, Inc., Santa Rosa, CA (05/05–06/05). Revised set of Antenna Installation Guides to reflect a change in equipment cabling.

Terracotta, Inc., San Francisco, CA (04/05–07/05). Wrote *Terracotta Virtualization Server Product Guide* to introduce application developers and system administrators to the Terracotta tools used to enhance Java-based applications' performance. Also included installation and configuration instructions, monitoring, performance tuning, and troubleshooting guidelines.

Siren Systems, Inc., San Francisco, CA (04/05–06/05). Wrote draft for provisional patent application for *System and method for determining relative similarities between music tracks based on multiple genre classifications*, a C# application that uses fuzzy logic to extend traditional database search and match techniques.

Senior Technical Writer, Autodesk, Inc., San Rafael, CA, 2001–2004.

- Major contributor to the entire award-winning LocationLogic (wireless application) documentation set, including websites, Developer's Guides, User's Guides, and Release Notes. STC awards of excellence and merit received 2003, 2002, and 2001.
- Led the implementation of a single-sourcing project for configuration and documentation of system XML Properties, creating a Javadoc-like process to automate production of HTML and PDF reference guides to the >200 system configuration properties. Activities included specifying schema elements to support documentation requirements, coordination of XSLT development, and investigation of existing and emerging technologies.
- Evaluated and rewrote system error messages to improve system usability, and reduce necessity for Professional Services customer support.

EXPERIENCE (CONTINUED)

Project Integration Engineer, AudioBase, Inc., Sausalito, CA, 1999–2001.

- Conducted research and testing to determine platform and browser differences. Specific concerns included Java implementations, JavaScript vs. Jscript, and browser caching.
- Wrote *Audio Delivery System Architecture*, used as training material for new employees. Work entailed learning all aspects of the system—end user's Internet browser environment, Java applet and JavaScript interactions, and backend database and server environments.
- Performed analysis and wrote test reports for QA Testing of product release encompassing suite of Java applets, set of JavaScripts, and stand-alone C-based encoder.

Engineer, Carnegie Mellon Research Institute, Pittsburgh, PA, 1996–1999.

- Designed GUI for interactive Operator Control system for Windows NT-based newspaper production system. Conducted user interviews, performed HCI analytical methods, and used Visual Basic for fast prototyping, resulting in initially reluctant operators getting excited about the replacement for their decade-old character terminal operator stations.
- Wrote as-built documentation, including Software Architecture and Operator's Manual, for Windows NT Visual C++ based and VAX VMS-based newspaper production systems. Related activities included screen redesigns, simplifying data handling algorithms, and porting code due to operating system upgrades.

Senior Software Engineer, Adtranz (currently Bombardier; formerly Westinghouse Transportation Systems, Inc.), Pittsburgh, PA, 1989–1996. (TechAid consultant to Adtranz, 1989–1992.)

- Designed and implemented user interfaces for automated People Mover systems, including the Atlanta and Las Vegas airport expansions.
- In collaboration with the Software Process Improvement team, developed and wrote *Engineering Department Software Development Procedures*.
- Wrote and edited Operator's Manuals for both the Atlanta and Denver Airport's People Mover systems. Chapters covered basic train control concepts, system operations, and troubleshooting. Also wrote test procedures and conducted on-site training of personnel.

Documentation Specialist/Engineer, Union Switch & Signal, Pittsburgh, PA, 1989.

- Wrote Operator's Manual for Norfolk Southern's Central Dispatching Center.
- Designed and coded central control software procedures and interfaces, including Reporting, train dispatching, and train sheet operations.

SELECTED BYLINES

"Turning Up the Heat On Hackers with Embedded Firewalls," Embedded.com, May 6, 2009, <http://www.embedded.com/design/networking/217300302?requestid=244367>.

"Not a PC—Avoiding Problems When Securing Embedded Devices," RTC Magazine, October 2008.

EDUCATION AND ASSOCIATIONS

Masters of Human-Computer Interaction course work, CMU, Pittsburgh, PA

B.S. Electrical Engineering, Virginia Tech, Blacksburg, VA

Society for Technical Communication, Competition Judge, 2008; North Bay Program Director, 05–06

American Society of Indexers (ASI)