

Debra Starnitz
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Experienced technical writer with diverse background (hardware and software writing) and solid skills. Proven ability to work independently and with teams. Meticulous, thorough, and persistent. Consistently able to meet deadlines.

Experience

Manager, Technical Documentation, Planview, Inc.

July 2008 to April 2009

Managed a team of two writers. Scheduled work and assigned tasks to the appropriate writer. Worked closely with four product managers to document nine products. Used Microsoft Sharepoint Wiki and Word to produce documents. Managed a complex delivery system.

Technical Writer/Editor, Senior Analyst, Dell MessageOne

November 2006 to July 2008

Wrote user and administrator guides for an application service provider. Worked closely with developers to write documentation as they coded, without specifications or use cases. Made changes to text in jsp files. Participated in all developer meetings to gather information. Used structured Framemaker and Advantica Sourcerer to produce books. Also responsible for WebWorks help for the application.

Manager, Technical Publications, RenewData

February 2005 to November 2006

Managed workload for two writers. Responsible for installation and administration guides, user guides, and online help systems. Produced documents for internal and external customers. Primary project was an enterprise web application targeted at the legal market, and involved a large and complex WebWorks project. Information sources included interviews with subject matter experts, statements of requirements, functional design specifications, bugs, and the software itself. Created some documents from scratch and inherited others. Developed corporate style guide and revised corporate template. Position required a high level of personal motivation and persistence. Promoted to Manager during my last three months at Renew.

Technical Writer, 360Commerce (Contract)

August 2004 to October 2004

Wrote an Administrator's Guide, User's Guide, and an All-in-One Guide for two new modules of an enterprise e-commerce product. Worked with developers and business analysts. Information sources were requirements documents, screen mock-ups, and interviews.

Senior Technical Writer, Agere Systems

May 2002 to July 2004

Produced new documents and revised existing hardware and software documents including data books, reference guides, API guides, programmer's reference guides, and application notes. Source materials were engineering specifications, validation/verification team members, bug reports, feature requests, and interviews with subject matter experts. Wrote about the user interface, APIs, and proprietary pattern-matching programming language developed by Agere to customize network processor chips. Subjects included traffic management, policing, data formats, and hardware bitmaps. Worked independently within a team of writers. Produced quality work despite a steep learning curve. Supported development needs for remote and local teams.

Senior Technical Writer, Perceptant Corporation

December 2001 to April 2002

Writer and documentation developer for an early-stage enterprise software startup company. Developed corporate style guide, documentation standards, company documentation plan, and content specifications for manuals, training, and Help. Developed a WebHelp project using RoboHelp 2002.

Senior Technical Writer, ClearCommerce Corporation

January 2001 to October 2001

Enhanced and maintained two administrator guides and an Engine Reference Guide, addressing both client-side and server-side product implementation. Rewrote approximately 80% of the material in the first two months, introducing new concepts and reorganizing material, and ensuring consistency among related books. Developed, wrote, and maintained the Risk Manager Guide, which documented a complex fraud management tool. Became focal resource for writers, QA, marketing, and development on the fraud user interface. Updated and maintained two help systems in RoboHelp. Maintained Technical Publications files in CVS.

Technical Writer, Innovant, formerly Globeset, Inc.

July 1999 to December 2000

Responsible for the complete documentation set for the ServerWallet product. This was comprised of documentation for three platforms (NT, Solaris, and HP-UX). It included an Installation Guide, Configuration and Administration Guide, Customization Guide, and OEM Guide. Optimized organization, structure, and completeness of the documents. The product required a complex multi-step installation procedure and employed configuration, administration, and customization tools of great flexibility. Created and maintained the HTML help files and readme.txt files. Used and documented InstallShield, Netscape Enterprise Server, Netscape Application Server, and Microsoft IIS (as used within the product). Documented custom callouts (developed in C++ to support SET extensions such as JPO, chipcard, Track-2 data). Developed training materials in PowerPoint that were delivered directly to a customer.

Corporate Writer, Globeset, Inc.

February 1999 to July 1999

Revised product brochures for ServerWallet, Certificate Authority, ServerPOS, and Gateway products. Wrote FAQs, trade show teaser, and sales lead fulfillment letters. Planned, organized, and executed the inaugural trade show sales lead fulfillment program. Worked with several internal departments (Public Relations, Training, Channel Marketing, Sales Operations, Product Management, Graphic Design). Trained and supervised a temporary worker.

Marketing Communications Manager, TN Technologies, Inc.

1995 to 1998

Wrote application notes, catalog sheets, brochures, and ad copy for process control instrumentation. Wrote press materials and direct mail pieces. Responsible for the successful execution of all trade shows. Secured executive support for corporate web site, then selected host, software platform, format, content, and structure. Selected and managed the vendor that produced the site. Prepared and allocated budget for two product lines.

Technical Writer, TN Technologies, Inc.

1990 to 1995

Researched, wrote, and produced installation and operation manuals for nuclear, ultrasonic, and radar process measurement gages, as well as XRF metals analyzers. Worked closely with engineering and service to understand the hardware and software incorporated in products. Wrote and implemented corporate standards for documentation.

Education

B.A., University of Texas at Austin

Addition training in Information Mapping, indexing, and other technical writing topics.

Other Skills

Inquisitive nature. Willing to go the extra mile to learn more and figure things out for myself. Voracious reader.

Tools

Framemaker, Visio, Acrobat, Word, PowerPoint, RoboHelp, WebWorks, CVS, VSS, Bugzilla, Pagemaker, Jira, MarkerTools, Ixgen

Senior Member, Society for Technical Communication (member since 1990)

References available