

JENNIFER MEYER
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Summary of Qualifications

- Over 30 years experience as a technical writer in the computer industry, 14 years writing online help.
- Expert in end-user software documentation and training materials.
- Ten years in web design and development, as well as graphic design.
- A solid reputation for accurate estimates, met deadlines, top-quality writing, reliability, perfectionism, graceful multitasking, and prolific output with unusual speed.
- Strong self-discipline, self-motivation, and self-management.

Software Expertise

- Online help: both WinHelp and HTML, using RoboHelp, Cheetah, and Tortoise Subversion (SML)
- Desktop publishing: FrameMaker, InDesign, Vasont, Arbortext XML Editor, Acrobat, PowerPoint, Word, Sharepoint
- Web design: Dreamweaver, Flash, Fireworks, Photoshop, HTML, Java, CSS, Contribute
- Graphic design: Illustrator, InDesign, Photoshop, Lightroom
- Videography: Premier, Captivate

Professional Experience

Hewlett-Packard, Corvallis, OR

August 2016 – present

Sept 2010 – March 2015

- Developed documentation for HP's Photo Center kiosks: instructional materials, online help, technical manuals, supplies lists, maintenance checklists, product advisories, service bulletins, quick reference cards, and more.
- For online help, process included authoring XML topics in Cheetah, managing graphics with Tortoise Subversion, extracting and rendering XML as PDFs for review, running scripts for testing, and compiling the final stand-alone output for developers.
- Worked closely with R&D SMEs, TMEs, and Agile Development scrum teams.
- Took photos as required, using Photoshop to optimize.
- Designed and created document templates.
- Worked with localization.
- Created flowchart "software visualization" posters that captured the interconnection of screens in various kiosk software releases.
- Interviewed key employees and wrote up process documents for knowledge bank.
- Directed training webinar broadcasts. Fully trained to operate the Lighthouse video studio.

Novatel, San Diego, CA

June 2015 – present

- Created quick start guides and user guides for MiFi mobile wireless routers and Verizon wireless home phone systems.

Tribute Web Design, Eugene, OR

2006-present

Designer and developer in web design business that specializes in small business sites and personal tributes: www.tributewebdesign.com.

Peacehealth, Eugene, OR

Dec 2010-July 2011

Created flowcharts and step-by-step procedures documenting HR procedures. Created standard operating procedure documents to be used as reference in the HR help call center.

State of Oregon Childcare Licensing Division, Eugene, OR

October 2010

Developed and conducted hands-on, comprehensive technical writing workshops for childcare licensing employees.

MacMillan Publishing, NYC, NY

May 2007-Dec 2008

- Designed and developed an interactive 150-topic HTML help system for a college course management system. Used variables and conditional tags to single-source multiple compiles (instructor and student versions for numerous online textbook products).
- Designed, wrote, and produced three QuickStart guides for students in PDF format.
- Wrote quickstart guide for new i>clicker product to be used in classrooms.
- Revised a series of instructor and student guides for a course management system.

Aspect Communications, San Jose, CA

1992-2002

- Designed and created a dynamically modular help system (approx. 6,000 topics) for a call flow application.
- Created end-user documentation set for Aspect's Oracle-based reporting applications (600 printed pages; 7,000 help topics).
- Designed and created an award-winning series of interlinked help systems (3,000 topics) on call center report templates and the Oracle database queries required to create them.
- Wrote an award-winning 600-page user guide on using call center hardware and software.
- Wrote numerous other documentation, including context-sensitive help, development guides, API guides, installation manuals, application papers, product guides, and troubleshooting guides.
- Managed multiple projects from inception to release: developing documentation design and doc plans, overseeing contractors, coordinating illustrations, collaborating with development and customer support, composing content, testing help and procedures, tracking defects, and coordinating localization and production.

2Wire, San Jose, CA

2003-2004

Developed an installation guide and user guide for the premier release of MediaPortal, a home media product that integrates digital video recording with online movie rentals, photo storage and display, MP3 capabilities, and email.

Further Experience

- Wrote the entire award-winning documentation set for Borland's Quattro 1.0 within a 9-month period. This included a 400-page user's guide, a 250-page reference guide, 150-page getting started book, a 50-page Tips and Techniques booklet, and online help. Also documented Reflex, Borland's database management system.
- Wrote online help and user's guides for Powerup desktop software applications: Express Publisher, TextAppeal, Top Priority, Address Book Plus 3.0, and Quick Schedule.
- Designed and wrote the online help system for Central Point's PC Tools Version 7, a Windows utility package similar to Norton Utilities.
- Wrote *Quattro Pro Command Reference*, *Quattro Pro 3 Command Reference*, *Quattro Pro 3 Self-Teaching Guide*, and *Quattro Pro for Windows Self-Teaching Guide*, published by John Wiley & Sons. Freelance author of numerous articles, short stories, and essays.

Education

University of Michigan, Ann Arbor, Bachelor of Arts degree in Speech and Communication, Minor in Psychology.