

JENNIFER MEYER
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Summary of Qualifications

- Over 25 years of experience as a technical writer in the computer industry, 14 of those years writing online help.
- Expert in end-user software documentation and training materials.
- 4 years in web design and development.
- A solid reputation for accurate estimates, met deadlines, top-quality writing, reliability, perfectionism, and prolific output with unusual speed.
- An ability to juggle several projects at once with ease, grace, and comfort.
- Strong self-discipline, self-motivation, and self-management.

Software Expertise

- Online help: RoboHelp and ForeHelp, both WinHelp and HTML
- Desktop publishing: FrameMaker, Word, Publisher, Acrobat Pro, PowerPoint
- Web design: Dreamweaver CS4, Flash, Fireworks, Photoshop CS4, Premier
- Graphic design: Illustrator, InDesign, Photoshop CS4

Professional Experience

Tribute Web Design, Eugene, OR 2006-present

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

MacMillan Publishing, NYC, NY Sept-Dec 2008 (contractor)

Wrote a 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.

Bedford, Freeman & Worth Publishing Group, NYC, NY May-Sept 2007 (contractor)

Designed and developed a 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.

Aspect Communications, San Jose, CA 1992-1996, 2003-2005 (contractor)
1996-2002 (employee)

Designed and created a dynamically modular help system (approx. 6,000 topics) for a Windows-based call flow application. Designed and created an award-winning series of

interlinked help systems (3,000 topics) on call center report templates and their underlying database fields and formulas. Wrote an award-winning 600-page user guide on using call center hardware and software to set up a call center, route calls to agents, manage call flow, generate reports, and troubleshoot problems. Created full end-user documentation set for Aspect's reporting applications (600 printed pages; 7,000 help topics). Wrote numerous other documentation, including context-sensitive help, development guides, API guide, installation manuals, application papers, product guides, and troubleshooting guides. Responsibilities included managing 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 (contract)

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.

Powerup Software, San Mateo, CA 1991-1992 (contract)

Wrote online help and user's guides for desktop software applications: Express Publisher, TextAppeal, Top Priority, Address Book Plus 3.0, and Quick Schedule.

Central Point Software, Portland, OR 1990-1991 (contract)

Designed and wrote the online help system for PC Tools Version 7, a Windows utility package similar to Norton Utilities.

Borland International, Scotts Valley, CA 1985-1990 (contract)

Single-handedly wrote the entire documentation set for Quattro 1.0 within a nine-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 embedded help. Revised and updated the documentation for Quattro Pro 1 and 2. Also wrote manuals and online help for Reflex 1.2 and 2.0 and Traveling Sidekick.

Freelance Writer

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.