

CAROLE L. BECK

SKILLS AND EDUCATION

- Software: FrameMaker, Acrobat, HTML, Microsoft Office, RoboHelp, HomeSite, Visual SourceSafe, Paint Shop Pro, SAP, BMRS, SharePoint
- Education: B.A. in English, California State University, Northridge, CA
A.A. in Business, West Valley College, Saratoga, CA
- Experience Summary: Technical manuals, business reports, and newsletters for telecom, healthcare, computer software, network security, education, and other industries. Designed and completed online help systems.

WRITING EXPERIENCE

- 7/2010 - current **Sr. Technical Writer** - contractor
Recruiter: Gunther Douglas/Client: StillSecure
Wrote a 350 page users' guide for a network security company's managed services, including network configuration and monitoring, IDPS, firewall and Web monitoring and protection, traffic analysis, and report generation. Worked mainly from home, using VPN to connect to their network and the product. (6 months)
- Sr. Technical Writer** - contractor
Recruiter: PVA/Client: LGS Innovations
Returned to LGS Innovations to write a hardware and installation manual (3 months)
- Technical Writer/Editor**: Occasional writing and editing.
- 9/05 - 12/09 **Documentation Specialist**, LGS Innovations
Set up documentation department.
- ◆ Created templates, processes, editorial guidelines
 - ◆ Wrote user guides, software manuals, hardware manuals, tools and other associated documents
 - ◆ Reformatted and single-sourced admin books and graphics
 - ◆ Shot, edited, incorporated digital photos for manuals, covers, brochures
 - ◆ Contributed to department newsletter
 - ◆ Worked largely self-directed; interfaced with managers, testers, engineers
 - ◆ Helped out in Purchasing buying parts and assisting senior buyer
- 11/04 - 9/05 **Documentation Specialist** - contractor
Freelance and contract technical and creative writing projects.
- ◆ Created newsletter for women's organization
 - ◆ Wrote and edited various types of user manuals
- 2/04 - 11/04 **Senior Technical Writer** - contractor/health care industry (McKesson)
- ◆ Created online help on 300 admin Web forms to customize clinical care application
 - ◆ Tested user interface for system bugs
- 10/01 - 2/04 **Senior Technical Writer** - consultant
Worked for Visualize, Avaya, Sun Microsystems, Lockheed-Martin.
- ◆ Wrote user guides, installation manuals, and requirements
 - ◆ Work included maintaining internal troubleshooting Web site for Sun

- 4/01 - 10/01 **Senior Technical Writer**, Genomica Corporation, Boulder, CO (biotech)
- ♦ Worked on a team of writers, editor, manager developing documents for a complex browser-based, database product for biotech researchers
 - ♦ Drafted an editorial style guide for department
 - ♦ Co-managed the engineering intranet site
- 4/00 - 11/00 **Information Developer**, Achieve Communications, Broomfield, CO
- ♦ Wrote functional requirements specs for Web site features
 - ♦ Edited Web content
 - ♦ Created document planning forms; wrote editorial style guide
 - ♦ Wrote online help system for www.webademic.com (*now defunct*)
- 2/95 - 10/99 **Senior Technical Writer, Department Web Site Content Coordinator**
AT&T/Lucent Technologies, Westminster, CO
- ♦ Merged and designed 2 internal business Web sites; published requests; led content core team; wrote and edited content; did PR for new site
 - ♦ Held hands-on classes to teach employees to use customized Web tools
 - ♦ Project coordinator/writer of system maintenance manual for wireless product
 - ♦ Coordinated all endpoint scheduling, reviews, and updates for multimedia communications product; designed quick reference card; sales materials
 - ♦ Wrote user guides, designed online help systems; wrote technical prospectus
 - ♦ Chaired Lucent's online help special interest group
- 1 year **Senior Technical Writer**, Sybase subsidiary, Boulder, CO
- ♦ Wrote documentation for database gateway and online help for gateway manager
- 3 years **Senior Technical Writer/Consultant**, IBM, Research Triangle Park, NC
- ♦ Lead writer, API and online help for PC/LAN/Host communication services
 - ♦ Served as liaison with clients' developers, designers, and management
 - ♦ Wrote full-scale-development books for software applications that were translated into 9 languages
 - ♦ Wrote online help for OS/2 applications; install guides for network adapter card
 - ♦ Wrote "Tips and Tricks" column in monthly newsletter

COMMUNITY & AWARDS

Member, Boulder Writers Alliance
 Member, Rocky Mountain Writers
 Volunteer in community
 Published poetry
 Master Gardener
 Judged online help for Society for Technical Communication
 Developer's award for contribution to GUI
 STAR award at LGS for saving time/money on purchasing product
 LinkedIn: www.linkedin.com/pub/carole-l-beck/17/60a/b26/