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## OBJECTIVE

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A technical writing and/or technical editing position in which I can use my graphical and verbal talents to produce clear, accurate, and usable documentation.

## TOOLS

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*Applications:* Adobe Framemaker, Adobe Acrobat, OpenOffice, MS Word, MS Powerpoint, Quadralay Webworks, Dreamweaver, HTML, Visio, PaintShop Pro

*Operating Systems:* Microsoft Windows, Macintosh OS, various flavors of UNIX/Linux

## SKILLS

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- Writing clear, concise, understandable documentation from technical specifications, source code, and using the software and hardware to be documented, and engineer interviews.
- Writing for a variety of users, from programmers and system administrators to naive users, organizing the content so that the reader can find information easily, and can distinguish between relevant and irrelevant information.
- Designing standard document structure and appearance, including general outline, page layout, and stylistic conventions.
- Developing Framemaker, Visio, and MS Word templates, and Visio stencils.
- Learning new technology (including hardware, software, programming languages, and development environments) quickly, by conducting independent research, interviewing co-workers, and, if necessary, attending appropriate training programs.
- Producing illustrations and screenshots to enhance and expand the text.
- Editing technical documentation and marketing collateral for style, grammar, organization, and accuracy.
- Creating and revising internal style guides, independently or in collaboration with other writers, for more effective, consistent documentation.
- Working with development, QA, technical support, and marketing to review and revise documentation, using cross-functional review meetings and individual interviews.
- Reading and understanding API source code and example code.

## EXPERIENCE

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*Technical Writer, Revabertz Inc. (now GameLogic, Inc.), Cambridge, MA May 2003 – February 2004 (contract)*

- Prepared documentation for the web-based *LuckyMe*<sup>TM</sup> subscription gaming product to meet the regulatory requirements of the Alderney Gambling Control Commission (Isle of Alderney, UK).
- Worked with colleagues, third-party auditors, and regulatory commission to clarify documentation specifications and work up content outlines for documentation set.
- Produced templates for Framemaker, Visio, and MS Word, including page design and typographical styling.
- Prepared diagrams, including network diagrams, and annotated screenshots as needed.
- Gathered source material from engineering staff, business development staff, finance staff, design staff, and product coordinator.
- Produced internal web site for project status communication.
- Produced “cheat sheet” documentation for in-house request tracking tool.

*Proofreader/Editor, Database Publications, Cambridge, MA*

2002

- Proofread and edited medical information and publication data for database library as needed.

*Substitute Teacher*

2001 – 2003

- *Buckingham, Browne, and Nichols, Lower School*: Grades 1 – 4, Library, Music, Science
- *Cambridge Friends School*: Pre-kindergarten, Kindergarten, Grade 2, Art, After-school program

*Senior Technical Writer, Mercury Computer Systems, Chelmsford, MA*

1999 – 2001

- Revised the following manuals to include new features and functionality and to improve usability: *MC/OS Migration Guide*, versions 5.4 and 5.5, *PAS Developer's Guide* (for MC/OS 5.4), *TATL Developer's Guide* (for MC/OS 5.5). Wrote corresponding README files to accompany each product.
- Created graphics, including annotated screenshots, for each manual, as needed.
- Produced documentation plans for each manual for each release.
- Participated in cross-functional team meetings (including technical specification reviews) for each product, from design phase through product release.
- Provided technical support for Framemaker, Paintshop Pro, and Visio to other department members.
- Participated in development and review of internal departmental documentation, such as style guides and production procedures.

*Technical Writer, InConcert, Inc., Cambridge, MA*

1999

- Revised and maintained documentation for core product *InConcert 2000*, as well as for *InConcert 2000 TXM*, *Teoss 2000*, and *Business Operations Center*, incorporating new features into existing manuals and improving the general usability of the documentation.
- Edited and produced *Release and Upgrade Notes*.
- Collaborated with other writer to revise page design.
- Conducted cross-functional documentation review meetings.

*Technical Writer/Editor, Natural MicroSystems Corp., Framingham, MA*

1995 – 1998

- Developed documentation for new and previously undocumented software products, including developer's manuals and API reference manuals for *AG Access*, *CT Access*, *NaturalFax*, and *NaturalRecognition*. These manuals were written for a technical audience familiar with the C programming language and basic computer telephony.
- Developed documentation for new and previously undocumented hardware products, including AG boards, Diva boards, and IS-641 Vocoder board. These products required hardware reference manuals, hardware installation sheets, and developer's manuals.
- Produced HTML and PDF versions for all assigned manuals.
- Created illustrations for all assigned manuals.
- Wrote NMS' first Style Guide, and collaborated with a growing documentation department on subsequent revisions.
- Worked with other writers and engineers to redesign documentation set, including standardizing contents and page layout.
- Conducted cross-functional document review meetings with members of Engineering, Marketing, Developer Support, and QA departments.
- Performed developmental edits, copy edits, and proof checks for other technical writers.
- Revised Master Glossary for all products.

Technical Writer, ALI, Inc., Needham, MA

1994 - 1995 (contract)

- Created user's manual for a Lotus Notes design utility, using the Lotus Notes Document Library database as the format. This manual was written for end-users.

Technical Writer, BBN Software Products, Cambridge, MA

1994

- Revised and updated the following manuals (including illustrations): *BBN/Clintrace 1.1 User's Guide*, *Using BBN/Clintrace for Microsoft Windows 3.1*, *BBN/Clintrace 1.3 User's Guide*.

Consulting Editor, Reality Technologies, LTD., King of Prussia, PA

1993

- Performed copy edits on the documentation set for *SmartInvestor Network* by *Money Magazine*.

Software Testing Engineer, Bio-Rad/Digilab Division, Cambridge, MA

1992 - 1994

- Created and documented procedures for new internal software testing department.
- Wrote scripts for simple automated tests of software interface to Fourier transform infrared spectrometers.
- Reviewed technical documentation and online Help.
- Maintained QA lab computers and spectrometers.

## EDUCATION

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B.A., cum laude with High Honors, European Cultural Studies, minor in Medieval Studies, Brandeis University, 1985

## PERSONAL INTERESTS AND AFFILIATIONS

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- Senior member of the *Society for Technical Communication*, Boston Chapter, 2000-present.
- Makeup designer and manager for *North Cambridge Family Opera*, 2002-present.
- Member of *MIT Gilbert & Sullivan Players*, 2000 – present; makeup designer/artist for numerous productions.
- Musician for *Red Herring Morris*, 2003 – present.
- Voracious and eclectic reader and writer.
- Freelance makeup designer, makeup artist, and face painter.
- Production editor for *SFRenu*, an online Science Fiction/Fantasy review magazine, 1999.

REFERENCES AVAILABLE UPON REQUEST. WRITING SAMPLES AVAILABLE AT [www.ers66.50megs.com](http://www.ers66.50megs.com).

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