

## **K. Emily Ricketts**

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### **Summary**

Over 9 years experience in technical writing, writing user guides and help systems for software products, managing publications projects and schedules, creating style guidelines and templates, designing on-line help systems, and developing on-line content.

### **Writing/Information Design**

Electronic help and print manuals for enterprise and end-user software products, on-line help system design, IT procedure documentation, online content development, copy writing, and project lead experience. Developed publications plans and project schedules, style guides, and FrameMaker templates.

### **Interactive Design**

Web site design and/or development for over 15 web sites, created concept designs and planned architecture of sites, produced graphics and implemented designs with HTML programming. Design lead experience.

### **Software**

Operating systems: Macintosh (all versions), Windows 95/98/2000, Windows NT

Graphics software: Photoshop, Illustrator, ImageReady, Paint Shop Pro, and DeBabelizer

Multimedia/Internet software: Dreamweaver, BBedit, HomeSite, Acrobat, and more

Publication software: RoboHelp, WebWorks, PageMaker, FrameMaker (structured and regular), Microsoft Office, and QuarkXpress

Programming languages: HTML

### **Work Experience**

#### **Senior Technical Communicator**

Advantica, Inc.

Carlisle, PA 17013

*December 2004-May 2007*

-Wrote content for SynerGEE Electric, a complex software product targeted towards the electric utility industry.

-Managed and maintained the Technical Communications intranet site.

-Created guidelines and templates for interactive web-based tutorials.

-Compiled a document that outlined the standard operating procedures for the Technical Communications department.

#### **Senior Technical Writer**

IBM Global Services

*December 2003-June 2004 (Contract job-temporary)*

-Collected current procedures and problem/resolution documentation for a company that was outsourcing IT responsibilities to IBM.

-Documented new procedures that were needed as a result of the transition and converted existing documentation to the IBM standard.

#### **Senior/Lead Technical Writer**

DemandTec

San Carlos, CA 94070

*July 2001-June 2003*

-Created departmental guidelines, developed a DemandTec style and wrote the style guide, and designed a FrameMaker template that provided the look and feel for all technical documentation. All of these guidelines were developed so the department could grow smoothly as the company grew.

-Managed three simultaneous projects and schedules that released on the same date (with only one direct report for six months). Included writing the publications plans, developing a comprehensive schedule complete with milestones,

managing the editing cycles, writing the content for the user guides, creating the help systems, and checking the help system files into the code tree.

-Designed and wrote new content for the DT Price, DT Promotion, and DT Business Analytics user guides and help systems. All products are complex enterprise software applications.

-Contributed content for training guides and other educational materials.

### **Technical Writer**

Macromedia

Redwood City, CA 94065

*March 2000-June 2001*

-Wrote new content and re-wrote existing content for the Dreamweaver 4 User Guide.

-Wrote articles for the Macromedia Support Center web site.

-Provided a driving force behind an initiative to re-design the outline of the Dreamweaver user guide. Utilized my web design and development background to provide key information about the web development workflow and common design processes.

### **Technical Writer**

Nickelodeon Online

San Mateo, CA 94404

*August 1999-January 2000 (contract)*

-Designed an internal on-line help system, wrote and edited documentation for a variety of internal tools, developed the publications plan and style guide, and wrote product specifications.

### **Lead Designer**

ISL Consulting

San Francisco, CA 94102

*May 1999-August 1999*

-Web design, HTML programming, and graphics production in a lead design role.

### **Technical Writer**

Netscape Communications

Mountain View, CA 94043

*June 1998-April 1999*

-Wrote new content for the Netcenter Site Central Help System and the Netscape Communicator 4.5 Help.

-Responsible for maintaining the 4.5 help system files, checking the files into the code tree, and reminding writers of the schedule.

-Designed the Site Central on-line help system and was the project lead for the Site Central help system project, which included writing the publications plan, setting schedules, and managing three team members.

### **Web Developer/Copy Writer**

*April 1997-March 1998, John Brady Design Consultants, Pittsburgh, PA 15222*

### **Education**

B.A. in Professional Writing, Carnegie Mellon University, Pittsburgh, PA

M.S. in Exercise Science and Health Promotion, California University of PA, California, PA