



## Synon Corporation/

Sterling Software, Senior Technical Writer

San Rafael, CA

5/97–11/99

Created a 145-page printed tutorial for COOL:Plex, a computer aided software engineering (CASE) tool. Wrote a 76-topic online Java platform guide using RoboHTML. Converted WinHelp documentation to HTML Help, using RoboHTML. Indexed a documentation set consisting of 56 help files.

HealthVISION Corporation, Technical Writer

Santa Rosa, CA

1/96–5/97

Created and maintained documentation for patient record-keeping software (medical informatics) using Word. Wrote for a range of audiences, including both information systems technicians and minimally computer-literate hospital staff.

Quantum Publishing (freelance)

Petaluma, CA

2/96–7/01

Compiled abstracts of articles from computer magazines for accounting newsletter. Beta-tested software. Created JSP-enabled web pages to enable clients to upload files, sign up for a free issue of the newsletter, access archived articles from the newsletter (database back-end), and for the newsletter editor to send out mass emails.

ABT Corporation, Technical Writer

Petaluma, CA

6/95–1/96

Designed and created a suite of help files using RoboHELP, and created interactive multimedia tutorials for version 1.0 software using Macromedia Director.

Hewlett-Packard, Intern

Santa Rosa, CA 10/94–6/95

## Education

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### College of Charleston

In 2004, took course required to enter Master's degree program for Computer Science.

### UC Berkeley Extension Online

In 1999, completed a course in database design and implementation, and in 2000, completed a course on Java.

### Sonoma State University

Completed a course in computer security in 1997.

### San Francisco State University

B. A., Technical & Professional Writing.

## Additional Activities

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### Java Developers Journal Article

April, 2005: Wrote a review of a Java tag library sold by dotjonline.com for Java Developer's Journal, a magazine with a distribution of over 200,000 (as of 2002). <http://java.sys-con.com/read/49098.htm>.

### Society for Technical Communication (STC) Article

Wrote an article on using JavaServer Pages to enhance online documentation for the Autumn 2001 issue of Hyperviews:Online, a newsletter for the International STC Online Information Special Interest Group, which has a circulation of 5,400. <http://www.stcsig.org/oi/hyperviews/archive/01Fall>.

### WinWriters Presentations

February, 2002: Presented at the WinWriter's Conference on using JavaServer Pages to enhance online documentation.

August, 2002: Presented at another WinWriter's Conference on using a database back-end for documentation delivered over the web. Provided interactive online tutorial for participants of the conference to try on their own: <http://jsp.davidcastro.com/winwriters/index.jsp>.