

## Miriam L. Johnson

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## Programmer Writer/Tech Lead

Design user-centered information for audiences ranging from end users to developers. Create tools using various programming languages to manage production of SDKs and other documentation. Design and debug HTMLHelp and WinHelp systems.

## Experience Summary

- Commercial and proprietary docs
- End user to developer audiences
- Lead, visionary
- Infrastructure development
- Online and print
- Certified trainer

- Produced six commercial documentation systems and numerous proprietary systems for clients including Infinity Software, Anywhere Cellular, AquaSoft, and Digital World.
- SDK system and content design, architecture, and development from scratch through delivery to market.
- Tools development to manage content, files, text, and data using a variety of languages and scripting.
- Team manager, technical lead, and visionary; mentor and train other team members.
- Infrastructure development for online and print systems, including documentation plans and specs; documentation suites; and templates, styles, conventions, and guidelines.
- HTML Help and WinHelp system design, architecture, construction, and in-depth troubleshooting.
- Project management, including scoping, scheduling, and integration of doc schedules into development and testing schedules.
- Single-sourcing technology design and implementation (write once, reuse many times).
- Analyze cross-team impacts of feature requests on deliverables.
- Adobe Certified Training Instructor (FrameMaker 5.x). Certification is current.

## Most Recent Experience

- 10 months (since 5/99) in User Education group
- Writing Manager (8 contingent staff)
- {product name} Internet Access internal technical documentation
- {product name} SDK and DDK
- {product name} SDK

### User Education Writing Manager for the {company/product name} internal technical documentation department.

- One of six leads reporting to the Group Manager responsible for a 25-person documentation department.
- Designed and built the {company/product name} internal technical documentation department from the ground up.
- Interviewed, hired, mentored, and managed the workload of eight contingent staff ranging in skills from Tech Writer 1 through Programmer Writer 3, three of whom are leads reporting directly to me.
- Coordinated and lead the efforts of my team so we were flexible enough to meet the ever-changing priorities and needs of the {company/product name}X operations, development, support, training, and project management teams.
- Developed plans for prioritizing and managing a five-year backlog of documentation, as well as planning for implementations of newer systems.
- Designed and implemented first-ever documentation plans and specifications.
- Signed timesheets and conducted performance reviews.

### Programmer Writer 3 for the {company/product name} SDK.

- Established a strong user education presence among a development, test, and project management staff of 58 people, most of whom were inexperienced with documentation.
- Designed layout and outline for information contained in the SDK.
- Led the approach to SDK development and coordinated the activities of two other writers, both of whom had extensive development backgrounds.

**Most Recent Experience**

(continued)

**Programmer Writer 3 for the {company/product name} 2.0 SDK and DDK.**

- For the SDK, wrote the Introduction to {title} for {product name}, Installation and Setup Guide, and most of the Programming Guide, including sections on COM, memory management, processes and threads, file systems, registry, flash memory, handling input devices, and developing network-capable games.
- For the SDK, of a four-person team, in a 69-day period singly produced 55% of the total non-reference content, of which 27% was written from scratch, and the remaining 73% was converted and cleaned up from multiple sources.
- For the device driver kit, in a 20-day period singly produced a cohesive 2,662-topic HTML Help system derived from various source types, including IVT, CHM, CSF, and RTF. Coded several tools using a combination of programming languages including sed, Awk, C, VBA, WordBasic, and NT shell programming to manage text and content.

**Languages, Software, and Platforms**

- sed, Awk, Perl, C/C++
- VB, VBA, WordBasic
- NT/UNIX shells
- HTML, DHTML
- JavaScript

- **Proficient** (coding): SQL, sed, Awk, NT and UNIX shells, VBA, WordBasic, HTML, Microsoft Access (queries, forms, and reports), and Visual Basic forms for UI design
- **Proficient** (reading): Visual Basic, DHTML, and JavaScript
- **Junior-level** (coding): C, C++, DHTML, JavaScript, VBScript, and Perl
- Sybase SQL Server, Microsoft SQL Server, Oracle Manufacturing/AR/Sales, Microsoft Access, R:Base, Paradox, and Visual Basic
- Adobe FrameMaker, Microsoft Word, Microsoft Front Page, Microsoft Visual Source Safe, Microsoft Help Workshop, Microsoft HTML Help Workshop, RoboHELP Office, ForeHelp
- Windows (3.x/95/98/2000/NT), UNIX, NeXT, Macintosh, Attachmate Extra!, Reflection2, and Boeing PROFS

**Technical Background and Writing Experience**

- Coding
- Reading code
- Databases
- Project management
- Integration with dev, test, software builds

- Code my own tools to manipulate files, text, and data using a combination of SQL, sed, Awk, C, VBA, WordBasic, and NT and UNIX shell programming.
- SQL Server database administration, UNIX system administration, and production system/operations troubleshooting, including root cause analysis.
- Data modeling and database design.
- User-centric content and system design for end user through developer audiences ranging in skill levels from novice to expert.
- Project scoping and planning, content system architecture, and system delivery design and integration with development, test, and build processes.
- Print and online delivery of SDKs, DDKs, user guides, reference material, developer and operations guides, training guides and material, job aids, quick reference guides, requirements documents, and functional specifications.

**Corporate Employers**

- Bank of the Northwest
- Life Insurance Co.

- Bank of the Northwest – Production Sybase DBA/SA, software systems engineer, and Paradox DBA (48 months, from 0/00 to 0/00)
- Life Insurance Co. – Multi-program administrator / coordinator for the following programs: Beta version of R:Base 3.0; Training; Authorized Training Centers; Corporate Technical Support; and Customer Services / Technical Support (14 months, from 0/00 to 0/00)

**Clients**

- Infinity Software
- Anywhere Cellular
- AquaSoft
- Big Lumber, Inc.
- Red Shoe Software
- Smith & Howard
- Digital World
- MacDougall

- Infinity Software User Education Group – Writing Manager, Technical Lead, and Programmer Writer 3 (10 months, from 0/00 to present)
- Red Shoe Software – SDK development and technical lead (17 months, from 0/00 to 0/00)
- Digital World – FrameMaker training and other consulting (22 months, from 0/00 to 0/00)
- Smith & Howard – Instructor-led training development (10 months, from 0/00 to 0/00)
- Big Lumber, Inc. – Online help system architecture design and admin guide technical writer for SQL Server 7.0 (11 months, from 0/00 to 0/00)
- MacDougall – CASE tool technical user guide and online help system (9 weeks, from 0/00 to 0/00)
- Aqua Soft, Training Department – Microsoft Access data analyst and self-paced instructional guide writer (6 months, from 0/00 to 0/00)
- Anywhere Cellular – Telephony system super-user installation and user guides writer (8 weeks, from 0/00 to 0/00)
- Anywhere Cellular, Fraud Management System – Instructional designer, analyst, and technical writer (Sybase ops guide) (11 months, from 0/00 to 0/00)

**Education & Training**

- **Areas of recent self-study** – C/C++, JavaScript, DHTML, COM, ActiveX, VB, OOP, Perl, ASP, UML, NT shell programming, human factors in usability, user interpretations, project management, and trends in writing technologies.
- **Microsoft SQL Server** – Fast Tracks 1 and 2.
- **Sybase SQL Server** – System Administration; APT Workbench; Fast Track
- **New Era Courses** – List of Boeing, Sun, and FrameMaker courses are available
- **State University** – 3.89 GPA (working toward completion of four-year Computer Science transfer degree)
- **State College** – 4.0 GPA (8 third-level credits toward transfer degree)