Laurence Starn
Resume
Senior Technical Writer

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Work

12/04 - 9/13 Senior Technical Writer
RSA, The Security Division of EMC
Bedford, MA

Writer for company recognized by Gartner as the leading provider of user authentication products. Veteran of 13 projects. Deliverables: user guides, SDKs, APIs and GUI text. Audience: product customers and software engineers.

Solved problem of inconsistent CLU documentation: consulted IEEE publication on utility conventions, created templates for documenting CLUs, reviewed templates with engineers, revised all existing CLU documentation for consistency and clarity.

Explained new Identity Management Services configuration framework: created installer logic view diagram to show the configuration process, provided examples of XML configuration files, and created reference tables for the XML elements and attributes for each file.

Completed a comprehensive upgrade of a nine-item document set including an administrator guide, an installation and configuration guide, a developer guide, and online help.

Documented network management support feature: wrote overview explaining function of Simple Network Management Protocol agents, wrote reference listing complete contents of the Management Information Base.

Revised online help for an administration console: reorganized existing help topics, added new topics, fixed broken RoboHelp HTML by hand.

Pioneer during RSA transition to Agile methods: wrote for two scrum teams, researched current practices for doing documentation during a sprint, advocated face-to-face documentation reviews, active participant at monthly Agile Boston meetings.

Improved GUI development: promoted side-by-side collaboration with UXD team members, ensured that vocabulary used in GUI was consistent with user guides and other documents.

Revised documentation of Unix procedures: performed each Unix procedure in current documentation to ensure accuracy and completeness.

Enthusiastic participant in RSA initiative to transition to topic authoring: participated in topic writing blitz to turn existing product documentation into topics, participated on committee to develop standards for writing CLI topics, advocated peer editing of all documentation work.

DITA pioneer for new cloud authentication product: writer for two scrum teams, documented new features using XMetaL and SDL Trisoft to author and maintain DITA-compliant topics, researched best practices for using video to present concepts and procedures.

5/02 - 11/04 Resident Services Coordinator
EAH
San Rafael, CA

Technology evangelist for progressive non-profit organization providing quality affordable housing in California and Hawaii.

Successfully reactivated a moribund computer instruction program that received a commendation from Al Gore for bridging the digital divide: developed online learning activities to teach basic computer skills and to use the Microsoft Office Suite, hired and supervised seven instructors to staff eight computer learning centers.

Created solutions to improve efficiency at EAH: created an Excel budget template so resident managers could produce yearly budgets that were comprehensive and easy to understand, developed Excel worksheet to record property inspections and generate reports reducing inspection work from hours to minutes, provided software trainings and coaching for EAH corporate and regional employees.

6/00 - 10/01 Technical Writer
Lante Corporation
San Francisco, CA

Technical writer for an Internet services consultancy.

Produced documents for internal corporate initiatives: wrote Project Analyst Handbook for in-house training program, developed employee training intranet and accompanying administrator manual, revised and enlarged GUI component catalog for Lante developers.

Writer for professional engagements: composed test scripts based on use cases and task flowcharts; modified test script template to improve testing efficiency, produced GUI screen text, used Information Mapping method to produce a 175-page guide for installing and configuring a complex development environment.

7/99 - 1/00 Technical Writer
Imparto
Redwood City, CA

Contract technical writer for a start-up company developing an integrated customer relationship management and e-mail marketing product.

Conceived and produced an 80-page tutorial for the Imparto Web Marketing Suite on time and under budget.

Performed follow-on work until company was acquired: edited the company's revised web site, designed and wrote screen content for a task wizard, wrote an administrator manual for the company's product.

8/86 - 6/00 English Teacher
San Domenico Upper School
San Anselmo, CA

English teacher and department chair for California's oldest independent school.

Provided leadership to department faculty in professional development, curriculum planning, and best instruction practices: revised composition instruction that accelerated student progress in planning and writing academic essays, produced web site for my classes where students could access current assignments, class handouts, and a class bulletin board; conceived and taught college application essay workshop that included a 40-page workbook, conceived and taught eight new courses approved by U.C. Berkeley.

Recruited for several school initiatives: logo designer for yearly school theme, photographer for school publicity projects, information designer for school communications with student families; founding member of Freshman Foundations, an interdisciplinary studies program for 9th year students, member of Admissions Committee and Board of Directors Policy and Planning Committee.

Education

UC Berkeley Extension | Professional Sequence in Technical Communication Certificate
UC Berkeley | M.A., English Literature
CSU, Stanislaus | B.A., English Literature (major), Psychology (minor)
UC Davis Extension | Essentials of XML
UC Santa Cruz Extension | Documenting Java for a Developer Audience
UC Berkeley Extension | Writing Documentation for C++ and Java
Information Mapping, Inc. | Developing Procedures, Policies & Documentation
SFSU Extension | Instructional Design for Multimedia
Bentley University | Sketching the User Experience
Bentley University | Lean UX

Software

FrameMaker, XMetaL, SDL Trisoft, Acrobat, Visio, Dreamweaver, Captivate, RoboHelp, Perforce, Git, Bugzilla, JIRA, VersionOne, Cygwin, PuTTY, vSphere, HP Quality Center, SnagIt, Photoshop, FreeHand, InDesign, Word, Outlook, PowerPoint, Excel