

Jenny Watson

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✉ jenny@jennywatson.net

Summary of Qualifications

Skills

- Writing, editing, and indexing
- Developing and managing online help, printed user guides, and quick start posters
- Interviewing subject matter experts, attending document reviews, testing procedures, and proofing English and foreign language documents
- Building relationships with graphic artists, translators, and developers
- Writing to a specification or style guide, in British, American, or Canadian English
- Working to a deadline

Tools

Flare, RoboHelp, Vasont/Arbortext Epic Editor XML, WebWorks, InDesign, FrameMaker, PageMaker, QuarkXPress, Dreamweaver, Microsoft Expression Web and Design, Microsoft Office, Captivate, Acrobat, Snagit, Paint Shop Pro, Illustrator, PhotoShop, Bridge

Experience

Technical Writing Consultant

Jenny Watson Consulting

2002-present

- Co-ordinated work and deadlines for multiple projects
- Managed, mentored, and trained new writers

Flare

- Converted and updated an 800 page user guide from FrameMaker to Flare
- Updated formatting and styles in a 400 topic help system to generate clean Word and PDF output
- Created a help system for the Mac version of photo editing software
- Developed embedded help and web-based help for a home thermostat device
- Wrote training material and instructor guidelines for health authority registration and scheduling software

Content Management XML

- Wrote content and developed information products in an XML content management environment using Vasont and Arbortext Epic Editor

RoboHelp

- Redesigned and restructured online help for an ERP software system
- Updated online help and maintained a documentation website

InDesign

- Created tutorials in InDesign and Microsoft Expression Web for photo editing software
- Designed and created quick start posters for photo printers using QuarkXPress, Illustrator, and InDesign

Microsoft Office

- Wrote learning objectives and course content for two elearning modules
- Created Word templates to update the look of reference guides, release notes, and functional specifications
- Updated reference guides and release notes

FrameMaker

- Designed and created FrameMaker templates and user guides for photo printers

WebWorks

- Customized a WebWorks template to meet branding requirements and to generate accessibility-compliant HTML output

Senior Technical Writer**Discovery Software, Vancouver (www.discoverysoftware.com)****2001-2002**

- Wrote, indexed, and edited user guides for student administrative software
- Updated help projects
- Designed flowcharts and manipulated user interface graphics
- Created intranet and web pages
- Wrote proposals and created team member profiles

Technical Writer**Write on the Edge, Inc., Vista, California (www.wote.com)****1999-2001**

- Designed and created posters, user guides, and help systems for digital cameras and printers
- Developed WebWorks templates to generate help from FrameMaker documents
- Wrote quick start guides for a remote terminal, and supporting dispatch and mapping software
- Co-wrote, researched, and edited a report on the different types of help architectures and tools
- Created service documentation for an all-in-one printer/scanner/copier/fax machine

Project Co-ordinator**Accident Rehabilitation and Compensation Corporation, Auckland, New Zealand****1996-1997**

- Synthesised specialist reports and recommended rehabilitation options for injured clients

Education

Certificate of Technical and Scientific Writing**San Diego State University, San Diego, California****1999****M.A. with Distinction – Psychology****Massey University, Palmerston North, New Zealand****1996****B.A. with Honours – Psychology****Victoria University of Wellington, Wellington, New Zealand****1993**