Carrie Nowocin

Lomita, CA

408-910-0421

cnowocin@yahoo.com

Professional Summary

Seeking Technical Communication consultant position, such as, Technical Writing, Technical Editing, Multimedia Design, Training Materials, Business Continuity Planning/Disaster Recovery Documentation, and Project Management.
Technical Communicator with 15+ years of experience managing, creating, writing, and editing end-user content/documentation; highlights include:

- Improved customer documentation resulting in a 50% decreased of Customer Support calls.
- Helped one client to receive a $5 Million service contract by quickly producing the contract proposal.
- Created a User Guide in three days for the customer service network operations center (NOC).
- Created 12 doc sets in one year for new technology.
- Managed Game Design documents submitted for regulatory approvals.
- Learned how to use Unity 3D and monodevelop for C# scripting which was necessary to create application programming interface (API) and User Guide documentation.
- Used Visio to create flow charts, work flow diagrams, sequence diagrams, product-specific stencils, and hardware component illustrations.
- Created demo and training videos, which aided the company to acquire additional customers.
- Wrote, directed, and edited videos for demos and trade shows.
- Trained personnel on installing and configuring servers in a lab environment.
- Led initiatives to update corporate web site, hiring consultants, and provided usability feedback relating to new designs.
- Created Visio stencils which were used on the product graphical user interface (GUI) and corporate web site.

Competence

- Ability to take long form writing and condense it to a minimalist style.
- Familiar with writing Developer guides, API reference manuals, architecture flow diagrams, SDK manuals and more.
- Ability to develop and maintain a level of technical understanding that is sufficient to interpret raw technical information from engineering teams.
- Ability to identify areas of weakness or gaps in existing documentation processes.
- Ability to track and manage individual documentation deliverables including analysis, design, development, validation, and delivery.
- Ability to create documentation plans for specific audiences.
- Experience creating and using corporate style guides.
- Experience with development cycles associated with Agile methodologies.
- Experience creating training material.
- Experience mentoring junior and intermediate technical writers.

Education

University of Washington, Seattle, WA   2000
Bachelor of Science, Technical Communication

San Jose State University, San Jose, CA   2002
Internet Business

Community College, Cupertino, CA   2010
TV/Film Production

Skill Summary

Besides knowledge of the commonly used Technical Communication applications, the following have been used:

- Adobe Flash
- Adobe Illustrator
- Adobe Photoshop
- Adobe Premiere Pro
- ArborText Editor (TagTool)
- AutoCAD
- Bugzilla
- Confluence
- Final Cut Express and Pro
- Final Draft
- Microsoft Project
- Jing
- Jira
- Perforce
- RoboHelp
- Snagit
- VersionOne
- Visio
- XMetaL

Experience

VideoAmp; Santa Monica, CA   01/2017 – 08/2017
Product Documentation Manager

- Planned, wrote, and delivered 200+ pages of Reference and User's Guide content on Customer Support web site. Pages were completed within 3 months.
- Led Customer Support web site redesign, which was later identified as the Knowledge Center. I identified the audience needs, design/layout requirements for the audience, and worked with the team to develop a timeline to deliver the updated Knowledge Center to VideoAmp customers.
- Identified errors with new GUI, which if released could have risked the loss of clients.
- Worked with developers to test new features and document concepts and usability.
- Created quick guides which were sent to customers, and then folded in to the support site and saved as a word document for future Knowledge Center implementation.
- Tracked documentation tasks using Confluence and Jira.

Ericsson,Inc; El Segundo, CA   10/2013 – 12/2016
Lead Technical Writer   (W2 contract)

- Used ArborText Editor to write and deliver customer and internal documentation.
- Managed multiple deliverables simultaneously while helping other writers to complete goals.
- Used VersionOne to track feature updates and documentation issues.
- Managed internal wiki pages that are written for Technical Writers and SMEs.
- Planed CMS User Guide migration to Ericsson CPI documentation standards.
- Researched VoD technologies to better understand customer usage of Ericsson CMS features. For example, reviewing standard use case documentation for CableLabs and MSTV2.
- Created and released Product Release Notes which were tracked in Bugzilla and VersionOne.

Gamblit Gaming; Glendale, CA   10/2014 – 10/2015
Lead Technical Writer

- Managed Game Design documents submitted for regulatory approvals.
- Planned delivery of internal process documents.
- Used Unity 3D to incorporate product packages and monodevelop for C# scripting.
- Wrote Game Math documentation for marketing purposes.
- Worked very closely with SMEs to make sure API was presented for advanced users.
- Used JIRA and Confluence for project tracking.

Riot Games; Santa Monica, CA   10/2011 – 08/2013
Lead Technical Writer

- Managed Confluence as the corporate Intranet.
- Used Visio to create flow charts and work flow diagrams.
- Used Illustrator to create graphics for Intranet pages.
- Used JIRA for Kanban and Scrum project management.
- Documented Riot specific tools, creating user guides for engineers and developers.
- Supported documentation needs for 1000+ employee company, while being the only Technical Communicator on staff.
- Mentored junior writers.
- Created Confluence templates as needed for engineers and developers.
- Helped document Request for Comments (RFCs) based on Riot Games design platform.
- Interviewed SMEs, some which were located in China, Korea, and Ireland.

Ericsson, Inc, San Jose, CA   05/2010 – 12/2011
Sr. Technical Writer   (1099 contract)

- Used ArborText Editor to write and deliver SNMP features in the Ericsson customer-facing doc set.
- Managed five SNMP documents simultaneously while helping other writers complete features.
- Interviewed SMEs, some which were based in China and India.
- Closed various customer and internal documentation issues.
- Posted released documentation to the Tech Pubs Web site using ClearCase and Confluence.
- Created customer comparison matrix to better understand what Ericsson was missing when delivering content to end-users.

SonicWALL, San Jose, CA   05/2011 – 10/2011
Sr. Technical Writer

- Used Microsoft Word to create Release Notes.
- Used Visio to create product-line stencils.
- Used Illustrator to create topology diagrams and product-line diagrams for Quick Start Guides, Getting Started Guides, and other major releases.
- Documented features based on wireless and WAN Optimization technology.
- Posted documentation using Microsoft SharePoint.
- Mentored junior writers.

Huawei Technologies (3Leaf Systems Division), Santa Clara, CA   10/2010 – 02/2011
Information Developer   (1099 contract)

- Created and released Product Release Notes.
- Used Visio to create hardware component illustrations.
- Tested servers in lab environment.
- Trained personnel on installing and configuring servers in lab environment.
- Documented features based on Virtualization technology.

TSSLink, San Jose, CA   04/2008 – 12/2010
Sr. Technical Writer   (1099 contract)

- Clients have included NetApp, PayPal, Synaptics, and writing some TSSLink internal documentation.
- Used Microsoft Word and Excel to document and track IT disaster recovery (DR) Inventory.
- Created corporate business continuity and disaster recovery planning documents.
- Used Visio to create simple organizational charts.
- Assisted web developer to organize content for ease of use.
- Updated disaster recovery manuals for employees.
- Created IT Operations Manual for internal use.

3Leaf Systems, Santa Clara, CA   08/2008 – 05/2010
Information Developer   (1099 contract)

- Created and released Product Release Notes.
- Led initiative to update corporate web site, hiring a Flash consultant, and provided usability feedback relating to new design.
- Used Visio to create hardware component illustrations.
- Edited white papers.
- Documented features based on virtualization technology.
- Wrote, directed, and edited videos for demos and trade shows.
- Used SVN as the Content Management System.

FastScale Technologies, Inc., Santa Clara, CA   02/2008 – 05/2008
Sr. Technical Writer   (1099 contract)

- Documented features based on VMware technology.
- Worked with CEO and VP of System Operations to develop the best documentation possible for customers.

AMO VISX, Santa Clara, CA   11/2007 – 01/2008
Sr. Technical Writer   (W2 contract)

- Updated training documentation to reflect company standards.
- Created animated training presentations using PowerPoint.
- Improved training presentations and student handouts so students could better understand the AMO VISX devices.
- Reformatted customer letters to match company standards.

Nuance Communications (Formerly BeVocal), Mountain View, CA   08/2007 – 11/2007
Sr. Technical Writer   (1099 contract)

- Documented SOAP, SIP, and VoiceXML technologies.
- Created GUI and API documentation for engineering operations and network center teams.

Tellabs, Inc., Santa Clara, CA   12/2006 – 07/2007
Sr. Technical Writer

- Documented VRRP, new interfaces supported, CLI commands, and feature enhancements for major and minor releases.
- Created product Release Notes.

Juniper Networks Inc. (Formerly NetScreen), San Jose, CA   10/2003 – 12/2006
Sr. Technical Writer

- Interviewed SMEs, some which were based in China.
- Led maintenance release notes.
- Led training sessions on how to do initial setup of security devices and how to perform basic troubleshooting techniques.
- Posted released documentation to the Tech Pubs web site.
- Assisted development team in documenting FIPS and Common Criteria content.
- Wrote configuration examples for hardware user manuals.
- Wrote concepts and configuration examples for WAN, WLAN, and minor feature enhancements.
- Worked very closely with support and engineering to improve processes and final documentation deliverables.
- Wrote getting started guides for all of the low-end FW/VPN devices.
- Led most hardware projects.

Felperin Design, Fremont, CA   02/2003 – 09/2003
Sr. Technical Writer   (1099 contract)

- Researched, wrote, and delivered client software documentation in hard copy form.
- Worked with engineers to resolve documentation and usability issues.

JWAY Group, Inc., San Jose, CA   09/2002 – 01/2003
Documentation Specialist

- Researched, wrote, edited, and delivered web content.
- Created and edited web pages for stakeholder web sites.
- Conducted usability tests.
- Worked with Information Architects to design pages for appropriate users.
- Created simple XML pages.

HPL Technologies, Inc., San Jose, CA   06/2002 – 09/2002
Technical Writer

                                                                                (W2 contract)

- Researched, wrote, and delivered end-user software documentation in hard copy form.
- Worked with engineers to resolve documentation and usability issues.

Marvell Semiconductor, Inc., Sunnyvale, CA   11/2001 – 05/2002
Technical Writer

                                                                                (W2 contract)

- Researched, wrote, and delivered end-user software documentation in hard copy form.

Cisco Systems, Inc., San Jose, CA   07/2000 – 04/2001
Jr. Technical Writer

- Researched, wrote, and delivered end-user software documentation in hard copy and online form.
- Conducted usability tests for specific software.
- Assisted other writers with multiple tasks such as incorporating edits, folding information into the main documentation set, updating master command sheets, updating documentation bugs, and converting HTML documents to XML using the XMetaL program.