



OBJECTIVE

To support teams in creating world-class communication projects using the proven communication and technical skills I bring to deadline-driven environments.



SKILLS

- **Documentation.** Excellent writing and presentation skills. Able to write technical documentation, including tutorials, project specifications, proposals, statements of work, and budgets.
- **Design.** Extensive experience with image- and document-making applications. Excellent graphic design skills.
- **Project management.** Able to use a range of project management tools. Very comfortable juggling multiple projects and teams.
- **Client relations.** Sensitive to client needs and able to manage challenging expectations by promoting beneficial and realistic outcomes.



EXPERIENCE

Project Coordinator

Frog Design, 2006

- Wrote a best-practices document, "Jump-start Your Statement of Work," to provide good examples for new project managers.
- Created a resource forecasting spreadsheet that provided an accurate availability forecast for each creative resource and discipline, including approximate billable values to be expected from current projects.
- Edited client proposals and summary documents.

Assistant Project Manager

Inhance Digital, 2006

- Wrote a software analysis and charter to reinvigorate an in-house product and advance its viability as a profit-making platform.
- Performed research that led to acquiring and deploying an online project management tool. Wrote a "Getting Started Guide" for staff.
- Created a budget project calculator in FileMaker Pro that provides a snapshot of personnel estimates.
- Initiated a process review to evaluate how to improve media development. Important contributions: guided the research and drafted the recommendation to acquire rendering software, drafted recommendations for a scalable tools policy, and created the enterprise organization chart.



EXPERIENCE

Continued

Graphics Producer

TechTV, 1998 – 2004

The Graphics Producer in broadcast is equivalent to a Project Manager in other industries and involves managing schedules, budgets, resources, and quality.

- Wrote project and delivery specifications, facilitated meetings, recruited contractors, assigned and scheduled tasks, and provided quality control oversight. Spearheaded development of intranet sites for client project review.
- Wrote software specifications for an enterprise-wide graphics ordering system. The system continued in daily use for six years.
- Initiated use of creative briefs to help producers, directors, and designers agree on project scope before production began.
- Managed project workflow. Assisted in building and sustaining a department of eight staff artists plus contractors. Assisted with direction of print and broadcast projects, coordinating allied teams, and substantial team support.
- Adapted the use of a turnkey image converter/browser to build an image database of over 2000 projects developed in-house within six months.

Independent Contractor

1991 – 1998

- Services included writing project proposals, web site development, and graphic design.
- Designed specialty web sites. Highlights include the MacUser Eddy Awards, PC Computing MVP Awards, and Silicon Graphics Inc. quarterly image CD.
- Produced *El Teléfono Interactive Kiosk*, a 30-month grant project awarded through the California Public Utilities Commission. Wrote the proposal for 17 educational kiosks. Developed methods to collect and analyze usage data. Featured at the Macromedia International Conference.
- Guest instructor at the Computer Arts Institute, the Center for Electronic Art, and Pepperdine University. Wrote tutorials for applications like Photoshop and PageMaker.



EDUCATION

University of California, Berkeley, Extension

- Project Management Program. Graduated Q2, 2007. GPA: 4.0
- Technical Communication 1. Completed Q2, 2007.



TOOLS

Advanced abilities

- Microsoft Office (Excel, Word, PowerPoint)
- Adobe Photoshop, Illustrator
- Apple Keynote

Professional use

- Microsoft Project
- Adobe LiveCycle, Dreamweaver, and InDesign
- FileMaker Pro