

Roseanne Sullivan
410 North 17th Street
San Jose, CA 95112
(408) 885-1740

roseannesullivan@sbcglobal.net

OBJECTIVE: Writing position

QUALIFICATIONS

- Technical writer and editor, creator of hardcopy and online documentation (web and help)
- Experienced leader of small to mid-size documentation projects
- Author of manuals, white papers, brochures, FAQs, articles, and technical web pages
- Blogger, freelance journalist, and photographer, creator of web pages with HTML and CSS.

TECHNICAL/COMPUTER SKILLS

- Hardware: workstations, servers, out of band management and storage devices; Sun, PC, Mac
- Software: UNIX/Linux system and network administration, Windows system administration
- Applications: FrameMaker, FrameMaker+SGML, ADEPT (EPIC), Microsoft Word, others
- Programming Languages: C and Java (coursework and understanding of); UNIX shell scripts
- Operating Systems: administration for Solaris, UNICOS (CRAY), other UNIX; Windows

EXPERIENCE

Avocent Corporation, Fremont, CA, formerly Cyclades Corporation (11/04 – 01/08)

Senior writer, author of documentation for out-of-band-management products (such as console servers, KVM devices, service processor managers that work with IPMI, Dell DRAC, HP iLO, Sun ALOM/ILOM, and IBM RSA protocols). Designed FrameMaker and online help templates. Revised and authored documents designed for translation. Created online help with WebWorks ePublisher Pro.

Freelance writer, photographer and graphic designer (01/04 – ongoing)

Sun Microsystems, Inc. (08/89 – 01/04)

- (01/01 – 01/04) Sun Microsystems Network Storage Division, Newark, CA

Lead writer and member of multiple product teams for Sun storage documentation

- Defined documentation sets and schedules with engineers, market managers, and vendors.
- Managed documentation creation and provided direction to other writers. Worked with illustrators, editors, release engineers, localization resources, print coordinators, and tools developers to ensure requirements were met. Arranged CD creation and web publication.
- Provided direction to 3rd party vendor writing groups and facilitated their interactions with Sun contacts. Trained vendors in Sun requirements and supported them.

- (08/89 – 12/00) Sun Microsystems, Inc., Federal Division, San Jose, CA

Senior writer of system and network administration documents for Trusted Solaris (Solaris, UNIX-based) operating system, CMW, C2, and other security-related products

- Authored administration procedures for secure computing systems, which were delivered in administration and installation manuals, on the web, and to customers on support aliases.
- Authored, coded, and integrated help files (with WebWorks, JavaHelp, and HTML).
- Authored product collateral: release reports, product notes, and brochures.
- Moderated two technical support aliases (email discussion groups) and researched answers.
- Authored FAQs (frequently-asked-questions lists).
- Authored and implemented a searchable website for customers to retrieve information about already-answered questions. Converted email archives into web pages.

- Authored procedures to analyze an organization's information protection goals and created a label encodings file as an example—used in field demos and by customers.
- Created internal website for engineering documents, design specifications and other information.
- Authored web pages for the marketing site at: <http://www.sun.com/trustedsolaris>.
- Developed design specification templates and procedures for man pages (online help files).

ETA Systems, Inc., St. Paul, MN, Technical Writer (contract: 7/87-4/89)

- Authored manuals on how to install, administer, and use the UNIX System VR3 operating system on the ETA10 supercomputer. Authored marketing collateral: an overview of the ETA hardware and software, a release bulletin, and a brochure. Developed procedures for the writing team.

Cray Research, Inc., Eagan, MN, Technical Writer (contract: 4/87-7/87)

- For UNICOS 2.0, a UNIX-based operating system running on Cray supercomputers, updated the *UNICOS 2.0 Programmer's Reference Manual* and authored a TCP/IP network user's guide.

Super Valu Corp., Edina, MN, Technical Writer (contract: 11/86-2/87)

- Documented a labor scheduling and forecasting program. Designed forms and software screens for collecting data used in forecasting.

Media Productions Advertising, Minneapolis, MN, Script Writer (freelance: 11/86-4/87)

- Researched, drew storyboards, and wrote slide show and video scripts.

Solid Controls, Inc., Edina, MN, Technical Writer (contract: 1/86-9/86)

- Authored data sheets for timer and process control cards, and power supplies. Authored the control system manual.

Tobin Advertising Associates, Minneapolis, MN, Ad Copy Writer (freelance: 1985)

- Authored brochures, newsletters, and advertising copy for high-tech companies.

Additional experience and references available on request. For samples: see

http://www.cyclades.com/online-help/onb/v_1.0.0 and
<http://docs-pdf.sun.com/816-2578-11/816-2578-11.pdf>.

AWARDS

Society of Technical Communications:

- Award of Achievement for the *Trusted Solaris Administrator's Procedures Manual*. See: <http://docs.sun.com/db/doc/805-8055>.
- Award of Merit for the Trusted Solaris online FAQs. See: http://www.sun.com/trustedsolaris/ts_tech_faq.

EDUCATION AND TRAINING

One year of coursework towards a Ph.D. in American Studies, University of Minnesota, Minneapolis; taught upper division writing course

MA Writing (3.9 GPA), University of Minnesota, Minneapolis; taught freshman writing classes and assisted classes on writing for computer

BA (cum laude) English and Studio Arts, University of Minnesota, Minneapolis

Courses in graphic design (certificate), designing with type, journalism, psychology; strategies of information design, information delivery for the web, UNIX, PhotoShop. At Stanford University: Programming Methodologies (using C). At Sun Microsystems: Project Management, Web Standards, Java, C, and Shell Programming, Software Quality, System and Network Administration, Document Planning and Scheduling, Printing Services, FrameMaker, Procurement Integrity, SGML. At Avocent: Writing for Translation, InDesign.