

Jennifer Kollmer

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Translating tech-speak to understandable, straightforward English for a wide range of users, from first-time computer users to experienced engineers, I am available for contract or part-time positions.

Projects	User Manuals	Online Help/Wikis	API References	Developer Guides
	Process Docs	Release Notes	Templates	Installation Guides
	White Papers	Single Sourcing	Web Content	Documentation Plans

Tools	RoboHelp	Microsoft Office	FrameMaker	Dreamweaver
	HTMLHelp	HTML	Drupal	WordPress

Programming and Engineering

- With a **BS in electrical engineering**, I know how to talk to programmers.
- Experienced with **many development environments**, including
 - Visual C++, Visual Basic
 - ECMAScript
 - telephony APIs, macro languages
 - PHP, MySQL, Perl
- Familiar with Windows, UNIX, and Mac operating environments.

Experience Freelance Writer

I've worked as a freelance writer since 2004, covering a wide range of projects for many clients, including these:

IDEO

- Wrote and edited user interface guides for multiple clients, including first-tier mobile phone manufacturers, mobile service providers, athletic footwear manufacturers, and credit card services.

Reality Digital

- Developed a user help wiki for Spotlight, an online video platform.

Orgscale LLC

- Wrote user and administrator guides and a white paper for internet caching appliances and Flash media servers.

Envox Worldwide

- Wrote reference guides for a telephony API supporting Dialogic's HMP video implementation, including support for first and third party call control (1PCC and 3PCC) and Session Initiation Protocol (SIP) messaging, as well as Mobile Application Part (MAP) support for texting.

Alchemic Solutions

- Wrote a developer guide and tutorials for ECMAScript Mobile Profile (ESMP) and MIME multipart pre-cache.

Intel Corporation

Position:
Technical Writer/Manager
January 2000 to April 2004

- Wrote and edited online and printed user guides for VOS, a programming language, and CallSuite, an ActiveX control, used to write telephony systems.
- Wrote and edited release notes and knowledge base entries.
- Developed macros that automatically generate help topics.
- Designed and maintained RoboHelp (Word) and Frame templates for documentation and help.
- Managed a small technical writing department (1-2 writers, myself included, plus the occasional contractor).
- Designed user interfaces and dialogs.

sftheatre.org

- Launched sftheatre.org, a site devoted to connecting the local theatre community.
- Designed and maintained the site with Drupal, an open-source content management system built on PHP and MySQL.

Parity Software

Position:
Documentation Specialist
April 1996 to January 2000

- Wrote and edited online and printed user guides for telephony software.
- Maintained and wrote content for the Parity Software web site.
- Oversaw the QA and production of software release CDs.
- Wrote and maintained the CD installer.
- Oversaw the printing of marketing materials and user manuals.
- Created and edited an extensive knowledge base.
- Designed user interfaces and dialogs.

Applied Risk Management

Position:
Technical Writer
August 1995 to April 1996

- Developed online and printed manuals for Workers' Compensation claims processing software.
- Created and maintained MS Word and Frame templates for user documentation and help.
- Delivered on-site training.

Hewlett-Packard Company

Position:
Learning Products Engineer
June 1993 to August 1995

- Developed printed and online manuals for OmniBook 4000 and OmniBook 5000 notebook computers and accessories. (Project Manager)
- Managed third-party development of user guides for the HP OmniBook 4000 series computers. (Project Manager)
- Participated in cross-functional teams designing accessible user interfaces for online help, manuals, and internally developed software.

Education Case Western Reserve University, BS in electrical engineering, minor: English, 1993.
San Francisco State University, MFA in creative writing (playwriting), 2003.
