

HIGHLIGHTS OF PROFESSIONAL EXPERIENCE

- As president of Bitzone, manage all resources including support staff and sub-contractors as well as serve as project manager. Supervision of staff and sub-contractors includes communicating clearly regarding deliverables and client expectations as well as monitoring quality of work submitted. Project management duties include gathering customer requirements, preparing bids, ensuring projects finished on time and within budget, billing, and collections.
- Managed content assets at Metrius Design for multiple client web sites. Content management included gathering customer requirements, assessing existing content assets, developing new content, and supervising another writer.
- More than a decade of experience writing software manuals, including installation guides, system administration guides, reference guides, and user guides. Typically learn software, interview subject matter experts, design documentation, and manage documentation process under tight deadlines.
- Eighteen years of experience as a technical trainer, course developer, and university instructor. Trainings have included subjects as diverse as technical writing and editing, e-commerce strategy, human resources, and architecture of the Internet. Technical writing classes emphasize best practices in technical communication, including preparing a documentation plan.
- Working closely with managers and technical personnel, documented the manufacturing processes for a petrochemical plant and a microchip manufacturer for adherence to ISO 9000 guidelines. Managed production of all policies and procedures from inception to completion for both successful ISO 9000 certification attempts.
- Rewrote disaster recovery procedure for a petrochemical plant to ensure that technicians could use it to successfully intervene in case of a catastrophic event. Made style recommendations regarding writing clear, unambiguous language and page formatting for readability and quick scanning.

COMPUTER HARDWARE AND SOFTWARE EXPERIENCE

Windows NT	Windows XP	Unix	Mac	
FrameMaker	Word	XML	Adobe Acrobat	Paint Shop Pro
Photoshop	Dreamweaver	Illustrator	Excel	HTML Help and CSS
RoboHELP	Visio	Project	Access	XML Spy

SELECTED PROFESSIONAL EXPERIENCE

PRESIDENT, BITZONE LLC, [HTTP://WWW.BITZONE.COM](http://www.bitzone.com), NOVEMBER 1997 TO THE PRESENT

Manage all sub-contractors, staff, client projects, trainings, and business operations. Recently co-authored *Documenting APIs: Writing Developer Documentation for Java APIs and SDKs*, the first book to codify a process for documenting Java APIs and SDKs. More information about the book and examples of current trainings can be found at <http://www.bitzone.com>.

ADJUNCT INSTRUCTOR, UC BERKELEY EXTENSION (JUNE 1999 TO THE PRESENT), GOLDEN GATE UNIVERSITY (JANUARY 1999 TO THE PRESENT), AND UC SANTA CRUZ EXTENSION, (2002 TO THE PRESENT)

Teach and have taught a variety of on-site and online classes at both the graduate and undergraduate levels. Classes include document design using FrameMaker, technical communication, technical editing, and e-business global perspectives.

WEB JOURNALIST, ADVANCED DATA EXCHANGE, SEPTEMBER 2003 TO MAY 2004

Wrote customer success stories for EDI translation company that profiled small businesses using their service to become EDI-compliant with large trading partners. Stories were part of a successful marketing campaign to encourage EDI compliance by small businesses transacting manually. Designed interview questions, conducted phone interviews, and wrote story in tight turnaround of less than two weeks.

Victoria Maki, M.B.A. (continued)

CONTRACT SENIOR TECHNICAL WRITER, MAILFRONTIER, APRIL 2003 TO MAY 2003

Wrote the getting started guide and online help for an enterprise-level, anti-spam application.

CONTRACT SENIOR TECHNICAL WRITER, SIEBEL SYSTEMS, MAY 2002 TO SEPTEMBER 2002

Wrote the internal training documentation for an ERM application that allowed companies to create a custom Intranet with applications for human resource management and dynamic content delivery.

CONTRACT SENIOR TECHNICAL WRITER, VISA USA, MARCH 2001 TO APRIL 2001

Wrote the HTML help for a web-enabled reporting application that generated ASP reports of aggregated electronic check transactions.

CONTRACT SENIOR TECHNICAL WRITER, REALNAMES CORPORATION, JANUARY 2001

Designed, edited, and co-wrote an installation guide for keyword registration templates. Templates allowed affiliates to integrate a web site with the RealNames back-end web architecture.

CONTRACT SENIOR TECHNICAL WRITER, INDUS INTERNATIONAL, SEPTEMBER 2000 TO DECEMBER 2000

Wrote the reference guide for an integration tool for transportation of XML documents between customers and their trading partners.

CONTRACT WEB CONTENT MANAGER, METRIUS DESIGN, APRIL 2000 TO NOVEMBER 2000

Managed and developed content for multiple web sites, including an e-commerce site and a Motorola Intranet. Worked directly with client to gather requirements, analyze existing content assets, and develop new content to meet client marketing goals. Supervised other content writer and managed all content.

CONTRACT COPYEDITOR/INDEXER, MUSCLE FISH, OCTOBER 1999 TO DECEMBER 1999

Converted Word files to FrameMaker, copyedited, and indexed the *Java Sound API Programmer's Guide* published by Sun Microsystems. Edited all programming examples to ensure accuracy.

FREELANCE WEB CONTENT WRITER, INTRAWARE, FEBRUARY 1999 TO OCTOBER 1999

Wrote informational articles about high tech issues for an IT audience.

CONTRACT TRAINER/CURRICULUM DEVELOPER, MDL INFORMATION SYSTEMS, MARCH 1998 TO APRIL 1998

Designed and delivered training in multi-pass editing process for printed and online documents.

CONTRACT BIOTECHNICAL WRITER, BAYER PHARMACEUTICAL, JANUARY 1998 TO MARCH 1998

Edited existing assay validation protocols and validation reports. Assisted research scientists in writing reports according to the company's validation procedure.

CONTRACT SENIOR TECHNICAL WRITER, LEEP TECHNOLOGY, MARCH 1997 TO NOVEMBER 1997

Wrote the online help, white papers, data sheets, and manuals for the company's data warehousing tools.

CONTRACT EDITOR/WRITER, ORACLE CORPORATION, DECEMBER 1996 TO MAY 1997

- **Contract Technical Editor**
Edited the documentation for a database load balancing application.
- **Marketing Communications Writer**
Wrote a feature article about Skidmore College's implementation of Oracle financial applications.
- **Contract Senior Technical Writer**
Wrote an installation guide and user guide for a data warehousing application.

CONTRACT SENIOR TECHNICAL WRITER, PACIFIC BELL, APRIL 1996 TO NOVEMBER 1996

Wrote documentation and online help for client-server data warehousing applications that allowed users to drill down on aggregated statistical data and perform advanced statistical analysis. Documentation included user guides, troubleshooting guides, release notes, online help, and job aides.

CONTRACT TECHNICAL WRITER, QUICKRESPONSE SERVICES, JANUARY 1996 TO MARCH 1996

Wrote the documentation and online help that accompanied sales analysis application that allowed managers to drill down on sales data and view it by various data dimensions, such as product or retailer.

CONTRACT TECHNICAL WRITER AND EDITOR, TERADYNE, AUGUST 1995 TO DECEMBER 1995

For a manufacturer of hardware and software automatic test equipment, created online versions of 14 hardware and software manuals for delivery on CD-ROM. Co-wrote and designed the jewel case copy for the CD-ROM, created a style guide for the technical publications group, and edited the manuals.

Victoria Maki, M.B.A. (continued)

CONTRACT TECHNICAL WRITER, CHEVRON CHEMICAL COMPANY, OCTOBER 1993 TO MAY 1995

Working closely with managers, mechanics, and other staff, wrote and edited the quality manual, procedures, and work instructions for successful compliance with an ISO 9002 audit.

CONTRACT TECHNICAL WRITER AND EDITOR, SBE, SEPTEMBER 1992 TO JUNE 1993

Wrote and edited company policies and procedures for successful compliance with an ISO 9001 audit for a microchip hardware and software manufacturer.

PUBLICATIONS**Books**

Co-author of *Documenting APIs: Writing Developer Documentation for Java APIs and SDKs*

Selected Technical Manuals and Online Help

- POS Check HTML Help
- XML Translator Toolkit Reference and Implementation Guide
- RealNames Keyword Registration Templates Installation Guide
- StarManager User Guide and StarTracker User Guide
- Temporal Tool Kit Reference Manual
- The Oracle Warehouse Toolkit for SAP User Guide and Installation Guide
- The MTAS Business Operations Customer Guide and Online Help

Selected Marketing Communications Writing

- ADX Customer Success Stories
- Virtual Private Networks: Security of the Future
- Web Site Usability: Finding Your Way Back Home
- Just How Secure Is the Internet?
- Oracle at Work: Skidmore College
- Data sheets: StarTracker at a Glance and Temporal Tool Kit Overview
- An Introduction to Temporal Concepts, a White Paper

RELEVANT EDUCATION**Selected Individual Coursework**

Documenting APIs in Java and C++, Information Mapping, Indexing Workshop, and Introduction to Unix

Degrees

- JFK University, Orinda, CA. M.B.A., specialization in accounting
- Sonoma State University, Rohnert Park, CA. B.A. degrees in psychology and English

PROFESSIONAL MEMBERSHIPS

The Society for Technical Communication, Silicon Valley Chapter and Berkeley Chapter

- Currently co-manager of the Technical/API Docs Special Interest Group and SIGs manager
- 2003 recipient of the distinguished chapter service award
- Director of Touchstone '98, the Northern California Technical Communication Competition
- Chapter president from 1997-1998