

Judith Plummer
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EDUCATION

- **Managing the Development of Technical Information Certificate**, University of California Santa Cruz, 2000
- **Master of Professional Writing**, University of Southern California, 1985

JOB EXPERIENCE

2/06 to Present

Principal Technical Editor
The MathWorks, Natick MA

Primary Responsibilities

Perform developmental and copy edits on user guides and reference manuals for 20+ engineering and scientific software products per release.

Verify final document quality for delivery via HTML, PDF, and print formats.

Style and Standards

Participate in style guide rewrite effort, contributing chapters on "Principles of Good Writing" and "Writing for International Audiences."

Special Projects

- Proposal and pilot to move editing activities from paper to online, increasing efficiency and reducing waste.
- Cross-functional subteam to process for creating beta documentation.

Virtual Teaming

Editor for remote writing staff located in Cambridge, UK.

Training

Conduct new-hire training for writers joining documentation team and coach inexperienced writers as necessary on principles of good technical writing.

4/00 to 1/06

Principal Technical Editor
Siebel Systems, Inc., Natick, MA, Reston, VA, and San Mateo, CA

Primary Responsibilities

- Performed developmental, copy, and final edits on customer-relationship management (CRM) documentation for both UNIX and Windows platforms.
- Editing marketing collaterals and annual reports, upon request.

Style and Standards

- *Quick Tips for Siebel Technical Writers* (STC Touchstone 2000 Merit Award winner)
- Updated department's *myTechPubs* intranet online help and also wrote special topics:
 - "Writing in U.S. English," an aid to writing teams outside North America.
 - "Avoiding Copyright Infringement" advising on proper use of third-party resources.
- Siebel Standards Committee: Served on interdepartmental committee to set company-wide style guidelines for Siebel Systems.

Special Projects

Accessibility:

- Researched Section 508 compliance for the Technical Publications department.
- Wrote the *Siebel eBusiness Applications AccessibilityGuide*.

Virtual Teaming

Supported remote writing staff in 4 US offices, plus offices in Toronto, Canada, Dublin and Galway, Ireland, and Bangalore, India.

Training

- Delivered new hire training to technical writers both face-to-face and via NetMeeting.
- Conducting individualized training for writers, upon management request.

- 1/97 to 3/00** **Senior Technical Editor**
Visa International, Foster City, CA
- Primary Responsibilities* Performed copy edits on documentation for core systems and emerging products, including e-commerce and smart cards. Also edited proposal responses to Visa clients.
- Style and Standards* Created new *Business Communications Style Guide* for the department, increasing writer compliance with style standards by designing the guide for ease of use.
- Special Projects* Developmental editor for two special "SWAT" teams:
- The "V.I.P. ReRight" project, a complete update and rearchitecture of documentation for the VisaNet Integrated Payment (V.I.P.) core system (set of 14 books, 3 new).
 - Visa VIEW, a Windows-based, object-oriented back-office system (print and online help for initial launch of system).
- 3/94 to 1/97** **Technical Writer/Editor**
The MacNeal-Schwendler Corporation (MSC), Los Angeles, CA
- Primary Responsibilities* Edited installation instructions, users' guides, application manuals, release notes, training materials, white papers, and marketing collaterals for MSC's line of UNIX-based, computer-aided engineering (CAE) software. Also edited the company's annual reports.
- Style and Standards* Set in-house style guidelines for the Documentation Department and wrote Documentation Department working instructions for ISO 9000 certification requirements.
- Special Projects* Headed a cross-departmental team to develop the *MSC Bookstore* Web site, which allowed customers to order MSC documentation by Internet (STC Lone Star 1996 Merit Award winner).
- Virtual Teaming* Edited documentation by written by development team in The Netherlands.

OTHER RELEVANT WORK EXPERIENCE

- 3/05 to 11/05** **Writing Lab Instructor, Adult High School Program (Volunteer)**
Fairfax County Virginia Public Schools, Falls Church, VA
- Led weekly drop-in writing lab for adults in external high school diploma program.
- 7/89 to 3/94** **Documentation Analyst**
Great Western Bank, Northridge, CA
- Wrote bank policy, procedure, and compliance documentation per OTS/FDIC regulations.
- 12/85 to 7/87** **Production Editor**
MacMillan Publishing Company, Mission Hills, CA
- Typemarked and copyedited drafts of textbooks for K-12 on subjects including Business, Social Studies, Health, Religion, and Vocational Education.
- 1983-1984** **Editorial Intern**
Thomson Publishing, Encino, CA
- Wrote and edited articles for monthly trade publications, *Computer Merchandising* and *Software Merchandising*.