

Shari L. Gould

972-867-0553

7259 Dogwood Creek Lane, Dallas, Texas 75252

shari@publishingwrites.com

Experience

Allegro Development – Dallas, Texas

Documentation Manager

September 2001-Present

- Wrote online Help for .NET applications developed for all segments of the energy industry -- including electric power, natural gas, natural gas liquids, coal, refined products, and crude oil. Applications supported all aspects of energy processing, including exploration and production, scheduling, risk management, trading, accounting, financials, and revenue distribution. Developed Help using RoboHTML.
- Wrote release notes distributed with the applications for general releases and monthly maintenance releases. Required understanding of SQL and Oracle database changes as well as quality assurance issue tracking and resolution. Responsible for tracking and documenting all modifications to numerous application components for each release. Required to track changes throughout the software development life cycle.

Avaya Communication – Carrollton, Texas

Documentation Specialist (Contract)

May 2001-August 2001

Wrote five manuals in six weeks for the Avaya Intelligent Solutions Support System (IS3) voice mail platform for Saudi Telecom. Documents included the *IS3 User Guide*, *IS3 Installation and Configuration Guide*, *IS3 Maintenance and Operations Guide*, *IS3 Backup and Recovery Guide*, *IS3 Customer Acceptance Test Document*.

Shari Jones Publishing – Dallas, Texas

Freelance Writer/Documentation Specialist

January 2001- May 2001

- *XML Journal* – Wrote a two-part series of articles on JDOM entitled, "Introduction to JDOM," and "XML Document Manipulation Using JDOM".
- IBM developerWorks.com* – Developed a tutorial in XML titled, "HYPERLINK "<http://www6.software.ibm.com/developerworks/education/j-j2me/index.html>"[Introduction to Java 2 Micro Edition \(J2ME\)](#)". Detailed the basic concepts of J2ME, including the API.
- *ITResearchPro.com* – Wrote an executive briefing about application service providers (ASPs). Edited and rewrote an abstract about outsourcing.
- Dallas Business Journal* – Wrote an article for *The Dallas Business Journal* about wireless technology in real estate.
- *LinuxWorld* – Wrote an article introducing BEA Systems' WebLogic Server 6.0 entitled, "HYPERLINK "[LinuxWorld/lw-03-weblogic_p.html](http://www6.software.ibm.com/developerworks/education/j-j2me/index.html)"[An introduction to WebLogic Server 6.0 for Linux](#).

epicRealm Inc. – Richardson, Texas
Documentation Specialist
January 2000-January 2001

- Developed numerous installation and configuration guides used by engineers to install and configure more than 40 data centers internationally. Documentation included:
 - Creating rack plans and associated diagrams
 - Diagramming port layouts
 - Providing step-by-step installation procedures
 - Detailing configuration of Cisco routers, Foundry switches and routers, IBM and TruSOLUTIONS servers, Altiga VPN Routers, and Sun equipment
 - Documented VLAN configurations
- Edited and formatted architecture design specifications composed by several network design engineers.
- Developed Standard Operating Procedures Guide for the Network Operations Center. Document included all processes and procedures relating to the daily operation of the NOC, including emergency escalation procedures.

CGI Information Systems and Management Consulting (formerly Deloitte Consulting/DRT System, Inc.) – Dallas, Texas
Consultant, Delivery Management Practice
June 1998-January 2000

Tricon Global Restaurants, Inc.

- Developed technical specifications for Tricon Global Restaurants, Inc. – the holding company of Taco Bell, Pizza Hut, and KFC. Documented the integration of three disparate data centers, Local Area Networks (LANs), Wide Area Networks (WANs), and electronic messaging systems. Also documented the company's Internet connectivity, wiring, and Transmission Control Protocol/Internet Protocol (TCP/IP) strategies. Documented existing architectures, as well as technical specifications for migration to a shared resources model. Used Microsoft Word to develop printed documentation and Doc-to-Help to develop HTML-based, online documentation.

Excel Corporation

- Worked with a CGI team of business analysts to evaluate the current order management system for Excel Meats, one of the largest meat processing companies in the US. The team made recommendations for consolidating three order management systems into a single order management system and recommended an eCommerce strategy.
- Documented the team's business analysis findings and recommendations in a single document and aided with presentations upon completion of the project.

Dr Pepper/Seven Up Corporation

- Used Microsoft Word and Doc-to-Help to create online help and printed documentation for multiple internal business applications -- including applications for the Media and Travel Incentives departments at Dr Pepper/Seven Up Corporation. Also created training guides for Media and Travel Incentives departments.
- Developed online help and printed documentation for multiple Lotus Notes databases.
- Evaluated internal communications processes for field sales representatives and determined appropriate tool for enhancing internal training and helping expedite sales processes for an international bottling company. Developed training guides for internal use using Microsoft Word.

Hearst Corporation

- Edited and reformatted existing Lotus Notes documentation for the Hearst Corporation's e-mail migration to Lotus Notes. Formatted more than 100 documents to reflect a consistent look and contain consistent style.

DSC Communications Corp., Advanced Intelligence Group – Plano, Texas
Consultant/Documentation Specialist
March 1998-June 1998

- Documented configuration of Telecom Platform, DSC's UNIX-based, internal communications platform that supports critical internal applications company wide. Required extensive technical knowledge of telecommunications, data communications, UNIX, and client/server environments.
- Worked closely with C ++ and Java developers to determine documentation requirements for an engineering audience.
- Used FrameMaker 5.5 on a Sun Workstation, UNIX operating system, and ClearCase source control software.

MCI Communications Corp., Broadband Product Development Group – Richardson, Texas
Consultant/Documentation Specialist
September 1997- March 1998

- Wrote and edited detailed systems specifications for MCI's data services, including Asynchronous Transfer Mode (ATM), Synchronous Optical Network (SONET), frame relay, and remote LAN dial.
- Documented internal processes and procedures for Business Markets Product Development Division.
- Used Office '97, Microsoft Word 8.0, PowerPoint '97, and HTML editors.

OpenConnect Systems, Inc. – Dallas, Texas
Documentation Manager
July 1996-September 1997

- Managed Documentation Department by ensuring Internet-based, online, and printed documentation was comprehensive and delivered efficiently to OCS customers, resellers, and partners (Sun Microsystems, Cisco Systems, and Oracle).
- Documented Web-to-host, Java-based software for an engineering audience, providing user manuals, online help, and installation guides in HTML and printed formats.
- Determined and implemented appropriate online help development tools to expedite the documentation process effectively in a cross-platform environment.
- Oversaw translation of HTML and printed documentation into French, Spanish, and German.
- Worked closely with Quality Assurance Department and developers to ensure technical accuracy.
- Worked with director of product management on documentation packaging and distribution issues, including downloading HTML and printed versions of user manuals and installation guides from OCS' Web site.
- Developed HTML pages for the company's internal Web site.
- Worked with third-party, computer-based training company to develop training courses and CBTs for OCS' Web-to-host products.
- Maintained solid knowledge of latest documentation tools to keep pace with Java-based software.

EDS – Banking Services – Plano, Texas
Technical Writer
January 1995-July 1996

- Developed online help system using RoboHelp for client/server, multimedia banking applications; worked closely with engineers to develop context-sensitive help.
- Developed web pages for the Banking Services Division's internal Web site using straight HTML code in notepad.
- Managed mainframe documentation projects.
- Wrote product information guides and release bulletins.
- Developed documentation standards.
- Evaluated and approved user interfaces for banking applications.
- Managed video production and wrote accompanying scripts.
- Designed and edited newsletters.
- Developed graphics presentations.

MCCommunications, Inc. – Dallas, Texas
Public Relations Writer
March 1992-January 1995

- Wrote articles for high-tech publications in a variety of industries, including computer, telecommunications, fiber optics, and wireless technologies (cellular and satellite).
- Developed white papers, press kit materials, and presentations for MCC's high-tech clients.

Education:

BS, Journalism with a minor in Secondary Education, Texas Woman's University, 1989, Cum Laude

Additional Training

Java and HTML programming classes

Certifications

Certified to teach secondary education in Texas

Professional Affiliations

Society for Technical Communications

Technical Skills

Documentation Development Software: Doc-to-Help, Documentation Studio, RoboHelp, RoboHTML, HelpSite, Microsoft FrontPage, Microsoft Word, Microsoft PowerPoint, Adobe FrameMaker, Adobe Acrobat, PageMaker, Macromedia DreamWeaver

Graphics Software: Corel Draw, Paintshop Pro, Adobe Photoshop, Microsoft Paint, Quicture, Smooth Scaling, PaintBrush, Picture It!, Microsoft Image Composer

Languages: HTML, Java

Operating Systems: Windows 9x, NT, 2000, Apple Macintosh OSX, UNIX

Business Analysis Software: Visio 2000, System Architect, Microsoft Project, Microsoft Excel

Publications

Recent Publications:

"Introduction to JDOM," and "XML Document Manipulation Using JDOM", *XML Journal*, July/August 2001

"HYPERLINK "<http://www6.software.ibm.com/developerworks/education/j-j2me/index.html>"[Introduction to Java 2 Micro Edition \(J2ME\)](http://www6.software.ibm.com/developerworks/education/j-j2me/index.html)", *IBM developerWorks*, July/August 2001

"Cutting the Ties that Bind Office Workers", *The Dallas Business Journal*, May 2001, HYPERLINK "<http://dallas.bcentral.com/dallas/stories/2001/05/07/focus4.html>"<http://dallas.bcentral.com/dallas/stories/2001/05/07/focus4.html>.

LinuxWorld – Wrote an article introducing BEA Systems' WebLogic Server 6.0 entitled, "HYPERLINK "[LinuxWorld/lw-03-weblogic_p.html](http://www.linuxworld.com/linuxworld/lw-03-weblogic_p.html)"[An introduction to WebLogic Server 6.0 for Linux](http://www.linuxworld.com/linuxworld/lw-03-weblogic_p.html).

"Star Office Goes to School", *UNIX Insider* magazine (formerly *SunWorld*), December 2000, HYPERLINK "<http://www.unixinsider.com/unixinsideronline/swol-12-2000/swol-1208-school.html>" <http://www.unixinsider.com/unixinsideronline/swol-12-2000/swol-1208-school.html>

"Star Office Goes to School: Program Offers Microsoft-free File Compatibility", *LinuxWorld* magazine, December 2000, HYPERLINK "<http://www.linuxworld.com/linuxworld/lw-2000-12/lw-12-staroffice2.html>" <http://www.linuxworld.com/linuxworld/lw-2000-12/lw-12-staroffice2.html>. Article was viewed by more than 7,000 *LinuxWorld* readers in the first 10 days of its publication.

"Getting Started with StarOffice Under Linux", *LinuxWorld* magazine, March 2000, HYPERLINK "<http://www.linuxworld.com/linuxworld/lw-2000-03/lw-03-staroffice.html>" <http://www.linuxworld.com/linuxworld/lw-2000-03/lw-03-staroffice.html>

"Plugging Windows NT into a Sun network", *Solaris Developer Connection*, May 1999; published online by Sun Microsystems; HYPERLINK "<http://www.sunworld.com/swol-02-1999/swol-02-ntintegration.html>" <http://www.sunworld.com/swol-02-1999/swol-02-ntintegration.html>

"Plugging Windows NT into a Sun network", *SunWorld* magazine, February 1999; HYPERLINK "<http://www.sunworld.com/swol-02-1999/swol-02-ntintegration.html>" <http://www.sunworld.com/swol-02-1999/swol-02-ntintegration.html>

"Which server is best when mixing Windows NT into a Solaris network? And how do you do it?", *SunWorld* magazine, August 1999; HYPERLINK "<http://www.sunworld.com/sunworldonline/swol-08-1999/swol-08-ntserver.html>" <http://www.sunworld.com/sunworldonline/swol-08-1999/swol-08-ntserver.html>

"A quick ROI analysis can help you make key NT migration decisions", *Windows NT Advantage* magazine, July 1999; HYPERLINK "<http://www.windowsnt-advantage.com/adv-1999-07/adv-07-roi.html>" <http://www.windowsnt-advantage.com/adv-1999-07/adv-07-roi.html>

"Introducing: The interactive ROI calculator: You can bolster your case for or against a migration -- once you know the right factors to consider", *Windows NT Advantage* magazine, July 1999; HYPERLINK "http://www.windowsntadvantage.com/adv-1999-07/adv-07-roi_2.html" http://www.windowsntadvantage.com/adv-1999-07/adv-07-roi_2.html

"Top 10 ways e-business is changing your life in the enterprise: New technologies offer plenty of opportunities -- if you can meet the technical and business challenges"; *Windows NT Advantage* magazine, July 1999; HYPERLINK "http://www.windowsntadvantage.com/adv-1999-07/adv-07-ecommerce.html" <http://www.windowsntadvantage.com/adv-1999-07/adv-07-ecommerce>.

"Deploying Windows 2000 in Web Intranets", *Windows NT Advantage* magazine, September 1999, coauthored by Shari L. Jones and Steven Gould; HYPERLINK "http://www.windowsntadvantage.com/adv-1999-09/_vti_cnf/adv-09-win2kintranets.html" <http://www.windowsntadvantage.com/adv-1999-09/adv-09-win2kintranets.html>

"Selling TCO to the CEO", *Windows NT Advantage* magazine, October 1999; HYPERLINK "http://www.windowsntadvantage.com/adv-1999-10/adv-10-selling_tco.html" http://www.windowsntadvantage.com/adv-1999-10/adv-10-selling_tco.html

"Know the ins and outs of using and administering Active Directory Service", *Windows 2000 Advantage* magazine, November 1999, HYPERLINK "http://www.windowsntadvantage.com/adv-1999-11/adv-11-activedirectory.asp" <http://www.windowsntadvantage.com/adv-1999-11/adv-11-activedirectory.asp>