

A versatile technical communicator with 22 years of professional experience. Specializes in technical instructions delivered in clear, plain English for revisable manuals. Works to change people's understanding.

Accomplishments

- Fulfilled user and client needs with task-oriented instructions—for *emergency dispatchers, technicians, stockbrokers, accountants, government administration, paging businesses, power-system maintenance, firefighters, forestry programs, fisheries workers, cancer-research lab technicians, microscope technologists, health-care professionals, trainers of air-traffic controllers, communications operators, and office-software users and managers.*
- Engaged the public's imagination on behalf of sponsors—for *science, medicine, health care, law enforcement, natural history, arts and entertainment, essential services, mining exploration, banking, recreational products, and communications technology.*
- Delivered in many types of media—*user manuals, training guides, standard operating procedures, brochures, press releases, grant proposals, trades publication, informational video scripts (corporate and training) and audiovisual media.* See samples at sxa-portfolio.com.
- Researched and developed a federal media project on historical geography.
- Adopted the standards published by Duncan Kent for document development, structure, format, and writing style.
- Mastered plain language through early experience authoring six feature-length screenplays.
- Mastered communication of precise and complex technical subjects by authoring scientific review papers and a general science textbook.
- Achieved an analytical score in the 95th percentile on the Graduate Record Exam.
- Created professional media productions using Adobe After Effects, Discreet 3ds max, Sonic Foundry Sound Forge, mpeg compression, and DVD authoring. Tools include Adobe Technical Communication Suite and Photoshop.

Clients (1984 to 2008, mostly in Vancouver)

| | | |
|-----------------------------|--------------------------------|---------------------------------|
| Hughes Canada Systems Div. | BC Hydro Trades Training | BC Ministry of Forests |
| Spectrum Signal Processing | BC Cancer Research Centre | E-Comm 9-1-1 Emergency Com. |
| McDonald Dettwiler & Assoc. | Science World BC | Richmond Fire-Rescue |
| Mobile Data International | Hillsborough Resources | BC Gas Revenue Branch |
| Glenayre Electronics | Trans Atlantic Resources | Image & Microscope Tech (Korea) |
| Sydney Development Corp. | BC Central Credit Union | BC Medical Association |
| BC Ministry of Health | Justice Institute of BC | BC Transmission Corporation |
| Bikes on Broadway | IWASAN Consulting SR&ED | Vidatron Productions |
| Fisheries Council of B.C. | BC Ministry of Social Services | Shane Lunny Productions |
| BC Children's Hospital | West Van. Parks & Recreation | National Film Board of Canada |
| Adwel Int'l (Toronto) | UBC Faculty Educ. Media Dept | ImageMaker Advertising |
| BC Institute of Technology | Healthy Heart Society | CHC Helicopter Corporation |

Education

Master of Science—Neuroscience/Physiology, UBC, 1991
Master of Fine Arts—Cinema (production), University of Southern California, 1981
Bachelor of Science—Zoology, University of British Columbia, 1977