

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