

Ramona Boersma

ramona@sprout.org

Summary:

I am a highly motivated, creative, and versatile writer with over ten years of experience in technical publications. With an eye toward quality and innovation, I have:

- ◆ Written software and hardware manuals.
- ◆ Authored online help systems.
- ◆ Provided hard copy and online help templates.
- ◆ Created GUI designs, icons, and other artwork.
- ◆ Managed large releases on time.

Skills:

I have extensive knowledge of both hard copy and online publication. I partner with engineers and marketing to design user-friendly documentation for complex products. I am not afraid to dig in to technical discussions. My work includes software user manuals, hardware installation guides, online help systems, GUI design, release notes, cover art, labels, packaging art, and web sites.

Tools:

- ◆ FrameMaker
- ◆ Dreamweaver
- ◆ Windows, Macintosh, & UNIX
- ◆ Word
- ◆ Photoshop
- ◆ Illustrator
- ◆ RoboHELP

Samples:

See <http://www.sprout.org/ramona/> for links to some of my manuals, help systems, and websites.

Work History:

◆ Senior Technical Writer — Cisco Systems, Inc., Boulder, CO, Jan. 2000 – Present.

At the newly acquired Compatible Systems, I re-architected the documentation set for the VPN 5000 series concentrators. This task involved not only reorganizing and rewriting the command reference guide, but also creating a configuration guide. I converted the documentation set into new FrameMaker templates and produced new artwork. In addition, I created online help systems and designed GUI interfaces for network management applications. After the VPN project was phased out, I have led the effort for a documentation set for a new firewall, the Cisco Catalyst 6500 Firewall Services Module.

◆ Technical Writer — DiviCom Inc., Boulder, CO, Feb. 1998 – Jan. 2000.

I created online help systems and wrote, produced, and illustrated hardware and software manuals for many of DiviCom's products: MPEG-2 MediaView encoders and remultiplexers, THESYS network management application, and the InterSecT set-top box IP router. I also developed the Tech Pubs Intranet site, created and maintained department templates, and created icons and other artwork for applications.

◆ Technical Writer/Technical Illustrator — 3Com Corp., Santa Clara, CA, Jan. 1993 – Jan. 1998.

I wrote, produced, and illustrated NETBuilder enterprise router hardware and software manuals, saw them through the printing process, and converted them to HTML for the 3Com corporate website. I created HTML templates for all 3Com tech pubs divisions. I also helped design, implement, and maintain the FrameMaker templates used by over 150 technical writers. My computer acumen was often called upon by other members of the division.

◆ Art and Layout — Currier Communications, Los Gatos, CA, Nov. 1992 – Dec. 1992. (Contract)

◆ Art and Layout — Latimer Publications, Palo Alto, CA, July 1990 – Aug. 1990. (Contract)

◆ Technical Illustrator — Silicon Graphics, Mountain View, CA, June 1990 – July 1990. (Contract)

Education and Certifications:

- ◆ Cisco Certified Network Associate (CCNA), 2001.
- ◆ B.A. Anthropology, Princeton University, 1992.