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Objective: Employment in marketing or public relations copywriting, web copywriting and design, article writing, technical writing, or any combination of these.

Education: B.A. Literature/Writing, UCSD, March 1995, Cum Laude.
Minors: Psychology, French Literature, Music.
Phi Beta Kappa, Provost's Honors List 1991-1995.

Experience:

Present Senior Technical Writer, Freelance Copywriter.

IBS Interprit: Use AuthorIT structured authoring tool to produce installation guide and online help for a complex, pay-media enterprise software application; maintain, convert and publish system event data; label software user interface.

Recent freelance clients include ConferenceDVD.com, Life Movement, Sweet Salvation Granola, and others. Writing samples available upon request.

2001-2006 **Websense, Inc.:** Senior Technical Writer. (Resigned November, 2006.)

- Produced online Help, printed documentation and release notes for web filtering software;
- Maintained single-sourced content by using Adobe FrameMaker and WebWorks Publisher Professional;
- Produced and maintained detailed technical papers on product features;
- Actively contributed to user interface design, wrote user interface text;
- Researched and wrote articles for internal and external knowledge bases;
- Used change-tracking system to stay abreast of and document software fixes;
- Developed end-user tutorials and quick references;
- Kept up with a rapid development cycle involving frequent change.

2000- 2001 **Previo:** Technical Writer.

- Produced online Help and printed documentation for data protection, data migration and remote control software products;
- Worked with dynamic JavaScript elements related to branding, formatting and change management of HTML Help documentation;
- Edited and coded website content using hand-generated HTML and style sheets.

1995-1999 **Nokia Mobile Phones:** Lead Documentation Specialist.

- Created and taught documentation management procedures;
- Ensured storage and identification of engineering documentation in UNIX and Windows file systems, maintained document record databases;
- Handled file format conversions including implementation of Portable Document Format;
- Wrote internal instructional and procedural documentation;
- Edited, wrote for and published internal newsletter;
- Conducted internal training for R&D Centers, including Lotus Notes, Interleaf, Microsoft Word, Sherpa database usage, and documentation process;
- Created and maintained department intranet site;
- Assisted with San Diego Lotus Notes database administration and provided general help desk and IT technical support;
- Selected and implemented a new pilot documentation management system;
- Performed internal auditing and obtained ISO9000 auditor certification.

1994-1995 **The Diana Clark Co.:** Marketing Communications Consultant.
Wrote press releases, assisted in creation of brochure content.

1991-1994 **Cisco Systems:** Administrative Assistant (summer).
Scripps Institute of Oceanography Library: Circulation Librarian.
Self-employed: English tutor during year of study at Université de Bordeaux.

1987-1993 Diverse temporary employment, including Ready Systems, J. Hugh Jackson Library of Business (Stanford University), Venco Corporation and Syntex Corporation; Self: pianist/piano teacher.

Skills **Systems:** Windows 95/NT/98/XP/2000/2003, UNIX, Linux, Oracle, Macintosh, IBM PC, SUN/OS, Vax/VMS; familiarity with DOS.
Applications: AuthorIT, Adobe FrameMaker, Adobe Acrobat, WebWorks Publisher Professional, RoboHelp, HTML Help Workshop, Microsoft Help Workshop, Microsoft Office, Microsoft Visio, Adobe InDesign, Adobe PhotoShop (basic), Paint Shop Pro, Corel Draw, Macromedia Dreamweaver, Lotus Notes v3/4/5, Documentum, Interleaf v5/6/7, Internet Explorer, Firefox.
Computing languages: UNIX, HTML, XML; familiarity with XML, JavaScript, ASP.
Spoken languages: French, English.
Other: Excellent self-direction; knack for learning new skills and applications; 100% positive feedback (with 60+ responses) from sales on eBay.

Activities/Interests Sports: Competitive triathlon (world-ranked amateur); surfing, hiking, tennis.
Music: Classical piano 13 years, oboe, clarinet, saxophone.
Other: Writing, reading, cooking, literature, cinema, language.

Personal U.S. Citizen; references available upon request.