HELEN ERNST

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SUMMARY

Highly skilled publication professional with over 20 years of experience scheduling, creating, editing, managing, and translating diverse types of software documentation. Full spectrum of writing, editing, and management expertise. Ability to quickly understand the big picture as well as track and process the details.

- Scheduling
- Team Management
- Editing Based on AP, Chicago, or Microsoft Style Guide
- User Documentation

- Installation Guides
- Technical Architecture and Interfaces
- Marketing Overviews
- Online Help Systems
- Training

- Single-Source Publication Techniques
- Template Design
- Translation Requirements

PROFESSIONAL EXPERIENCE

QAD Inc., Summerland, CA

Product Architect, Release Management   2007 – 2009

- Provided thought leadership in the area of application integration and consistency. Established cross-functional communication and review, reducing integration problems that often occurred too late in the cycle to fix.
- Successfully directed a major product release during the absence of the Release Director.
- Supported six-month application release cycles by coordinating schedule input from project managers in multiple time zones.
- Improved communication within R&D by publishing key release information to an R&D Web page, providing weekly updates for upper management, and holding monthly status meetings.
- Designed and implemented an improved project tracking system and Visio timeline used for bi-weekly project reviews covering thirty to forty active projects.
- Led ad-hoc initiatives and special projects, such as the rollout of a new corporate-wide defect tracking system that ensured consistent reporting across teams.

Technical Publications Manager   2000 – 2006

Managed a distributed team of writers in multiple time zones, held regular team meetings, assigned work to writers, monitored performance, and facilitated training and career development.

- Provided editorial review of deliverables from all writers, ensuring that deliverables were of high quality, completed on time, and properly integrated into the documentation set.
- Scheduled documentation deliverables for multiple, concurrent projects and managed the coordination of documentation translation into over twenty languages.
- Maintained ISO documentation for the department and ensured all ISO processes were followed so that company successfully passed regular audits.
- Participated in multiple training workshops in the areas of leadership, project management, conflict resolution, hiring practices, and software development.
- Wrote user guide chapters and online help for a new object-oriented Financials module based on design documents, interviews with engineers, and using the product.

Technical Editor, Consulting   1997 – 2000

Provided editorial direction and oversight for all documents produced by QAD's Technical Publications department, ensuring consistency of style and voice as well as ease of translation.

- Wrote a departmental style guide documenting writing standards and work procedures and implemented quality checkpoints to ensure compliance. Used the guide to train new writers, reducing time for them to become productive.
- Created, maintained, and documented FrameMaker, WebWorks Publisher, and Microsoft Word templates to facilitate single-source publication, reducing workload and eliminating errors.
- Directed a translation edit of a 12 volume user guide set, reducing word count by over 20% and reducing translation costs correspondingly.
- Coordinated the publication schedule with software release deadlines and ensured that all documentation was delivered on time and with high quality. Completed writing projects as needed.
- Participated in advanced training in FrameMaker, Acrobat, and WebWorks publisher, as well as various leadership and time management training workshops.

Senior Technical Writer   1995 – 1997

Served as lead writer for a project team developing a complex software module.

- Wrote a comprehensive, two-volume user guide using FrameMaker's book management features as well as an online help system.
- Developed supplementary training material in PowerPoint and FrameMaker and taught the class to QAD customers and employees.
- Championed the development of departmental writing standards and templates.

P R E V I O U S   E X P E R I E N C E

Softool Corporation, Goleta, CA   1982 – 1995

Technical Writer

Created and updated reference manuals, user guides, online help systems, and installation manuals for software products on a wide range of computer platforms. Wrote marketing pieces, training material, technical reports, and articles published in various trade journals.

Various Increasingly Responsible Positions

Moved from executive secretary to the company president to documentation area as a copy editor, worked as a quality assurance specialist; advanced to IBM quality assurance manager. Proofread technical documents, developed document standards, and determined defects for software products on various platforms including IBM mainframes (MVS and CMS), DEC VAX, and various UNIX OS.

T E C H N I C A L   S K I L L S

WebWorks Publisher	FrameMaker	Microsoft Word	Windows OS	Fullshot
Microsoft PowerPoint	DreamWeaver	Microsoft Excel	UNIX	Acrobat
JIRA Defect Tracking	Lotus Notes	Microsoft Visio	Vignette CMS	

E D U C A T I O N

Bachelor of Arts, Sociology
University of Michigan, Ann Arbor, MI