

Karen Ram

Professional Summary

Experienced communications professional with an extensive background in writing and editing for both print and online delivery. Organized and detailed-oriented with proven abilities in project management; leadership and mentoring; problem-solving; time management; and multi-tasking. Creative, focused, and quality-driven.

Technical Skills

- **Web/Online:** HTML, Dreamweaver, HomeSite, BBEdit, FrontPage JavaScript, CSS, AllWebMenus (JavaScript/DHTML menu-builder), RoboHelp, Acrobat, Confluence (Wiki)
- **Print:** Word, FrameMaker
- **Graphics:** Photoshop, Fireworks, ImageReady, Visio, Swish (Flash)
- **Content Management/Collaboration:** Vignette, Plumtree, SharePoint Portal Server

Experience

Current Position Oracle Corporation Colorado Springs, CO

Principal Technical Writer

- Research and write developer guides and online help pages that tell developers how to use customized JDeveloper extensions to create Oracle Fusion applications (Structured FrameMaker).
- Create graphics for the guides (Photoshop).
- Develop and manage department informational Wiki pages (Confluence).

2006-2007 MX Logic Englewood, CO

Sr. Technical Writer

- Research and write user and administrator guides for complex email and Web security application (Word).
- Create graphics for the guides (Photoshop).
- Write, edit, and maintain online help for the application (XML).
- Manage department Intranet site (SharePoint).

2006 Catholic Health Initiatives (contract) Englewood, CO

Technical Writer

- Research and write business-process flows for the company's core ERP business software.
- Create business-process diagrams (Visio).

2005-2006 Dex Media (contract) Englewood, CO

Web Manager

- Manage the day-to-day operations of an external-facing Web site, including attending daily status meetings, updating site content, and monitoring bug-fix releases (TestDirector).
 - Provide Web content and design specifications to a cross-functional team that is designing, developing, testing, and implementing new functionality for a redesigned Web site.
 - Write, review, and confirm Web-site business and application requirements.
 - Review and assign TestDirector tickets generated by the QA team.
 - Create navigational wire frames and page flows (including Photoshop Web-page mockups) that demonstrate the user experience.
 - Write and edit copy for new Web site (includes creating content portlets in Plumtree Content Server).
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2005	Raytheon (contract)	Aurora, CO
Technical Writer		
<ul style="list-style-type: none"> ▪ Produce interface control documents in support of a system comprised of weather satellites and ground equipment that collect and disseminate global meteorological, oceanographic, and solar-geophysical data (Microsoft Word). 		
2004-2005	Level 3 Communications	Broomfield, CO
Technical Writer		
<ul style="list-style-type: none"> ▪ Research and write back-end documentation in support of a suite of voice and data services that provide advanced browser-based capabilities and enhanced IP voice functionality (Microsoft Word, FrameMaker, RoboHelp, Acrobat). ▪ Research and write customer premise equipment (CPE) user and installation guides (Microsoft Word). ▪ Design, develop, and maintain SharePoint documentation library Web site. 		
2003	Dex Media (contract)	Englewood, CO
Sr. Technical Writer/UI Designer		
<ul style="list-style-type: none"> ▪ Create graphical Web page mockups of new enterprise corporate portal depicting suggested design, content, and navigation (Photoshop). ▪ Research, write, and produce back-end and user documentation in support of the portal (Microsoft Word, Plumtree). ▪ Design and write HTML-based user help for general portal functionality and department-specific Web applications (PeopleSoft). 		
2002-2003	Avaya Inc.	Westminster, CO
Information Architect/ Sr. Technical Writer		
<ul style="list-style-type: none"> ▪ Coordinate development and implementation of Web-based documentation deliverables, including product library, product solutions guide, and software release notes. ▪ Design and develop Web interfaces based on end-user requirements (Dreamweaver, Photoshop, JavaScript, CSS); revise/update interfaces when needed. ▪ Modify vendor-produced and corporate-standard Web templates. ▪ Research, write, and produce print and online documentation for telecommunications systems hardware (FrameMaker, Dreamweaver, HomeSite, HTML). ▪ Re-architect existing documentation to improve and enhance design and usability. 		
2001	Pinnacle West Capital Corporation (contract)	Phoenix, AZ
Web Content Manager		
<ul style="list-style-type: none"> ▪ Coordinate all content on Information Systems Web site. ▪ Develop new content ideas and strategies based on business goals and user needs. ▪ Edit and refresh all site content (FrontPage). ▪ Solicit, review, and rewrite material provided by others. ▪ Market site via Corporate Communications and other internal departments. ▪ Ensure Web-site usability. ▪ Review statistical reports to improve navigation and revise content placement. ▪ Assist in the development and implementation of site redesign. 		
2000-2001	American Express (contract)	Phoenix, AZ
Technical Writer		
<ul style="list-style-type: none"> ▪ Design, create, and maintain an online help system and online tutorial for Web-based risk-management applications (RoboHelp, HTML) 		

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1992-2000

U S WEST Communications

Denver, CO

Internet Editor

- Work with content providers to develop and update content for the U S WEST corporate Web site.
- Manage the content development process, which includes consulting with communications managers in business units such as PR, Market Units, Local Markets, Advertising, and Public Policy to understand their communications plans and timelines.
- Develop and maintain a calendar and "story budget" for content on the U S WEST site such as feature stories, special offers, special interest content, instructional content, and interactive features.
- Write stories, video scripts, and multimedia/interactive scripts for new content.
- Work with graphic artists, interface designers, A/V producers, programmers, and server administrators to produce, test, and publish content.
- Edit content provided by others for effective communication to targeted audiences on the Internet.
- Ensure existing content on the site is regularly updated or removed from the site.
- Work with Vignette developers to design and implement content-management system.

Sr. Technical Writer

- Analyze documentation requirements gathered from clients and end users.
- Research, design, write, and produce documentation plans, user guides, training guides and references, job aids, technical bulletins, and software release notes (FrameMaker, Microsoft Word).
- Supervise and mentor other technical writers; schedule and coordinate writing assignments and deadlines.
- Work with cross-functional groups to resolve problems and maintain project schedules.
- Design and develop department Web sites (HTML, HomeSite).
- Help define department infrastructure and process-improvement strategies.

Education

- Bachelor of Arts in English, University of Bridgeport
- Certificate in Computer Programming, University of Denver

Professional Memberships

- Association for Computing Machinery/SIGDOC
- HTML Writers Guild/International Webmasters Association
- Society for Technical Communication
- Usability Professionals' Association