

Lauren Anthone

Award-winning technical information developer

Phone: 301.962.7244 / Cell: 301.706.6255 / Email: LBA8@Cornell.edu 11333 Palisades Court, Kensington, MD 20895

Profile

Imaginative writer and problem-solver with a facility for translating highly technical concepts into layman's terms, especially through the use of visual metaphors. Keen conceptual skills; commitment to precision. Earned reputation as a "Swiss Army Knife" for versatility and know-how derived from a diverse background—from a life sciences curriculum at Cornell University to graphic design and writing.

Professional Skills

Authoring and Online Help: FrameMaker (structured and unstructured), XMLSpy, EditPlus, PageMaker, InDesign, Acrobat, MS Office, WebWorks Publisher/ePublisher Pro, RoboHELP

Graphics: Illustrator, PhotoShop, Paint Shop Pro, Visio, FullShot and other screen capture tools

Professional Experience

Board of Governors of the Federal Reserve System (FRB), Washington, D.C. 10/2006-present

Senior Technical Writer for Technology Support's Administrative Systems Automation Program (ASAP) unit.

Currently developing Configuration Plans, Operation Guides, and other technical documents to support the Federal Reserve Board's implementation of the Capability Maturity Model Integration (CMMI) improvement process; and FISMA and Sarbanes-Oxley protocols.

Gene Logic, Inc., Gaithersburg, MD 2005-2006

Senior Technical Writer promoted to Senior Information Developer/Technical Lead

Managed documentation projects and developed conceptual, procedural, and technical content for users' guides and online Help in support of software suites that enable gene expression and predictive toxicogenomic data analyses for an innovative biotech corporation serving the pharmaceutical industry.

After just 2 weeks on the job, assumed responsibility for producing all documentation for the complete line of software.

- * Improved productivity by designing and implementing practical FrameMaker, Word, and online Help templates.
- * Streamlined and improved process for converting structured FrameMaker source files to XML for creating PDF reports on demand from client-supplied gene expression data uploaded to- and analyzed by- Gene Logic's ToxShield™ Suite.
- * Collaborated with software engineers to develop a modular approach to integrating proprietary toxicogenomic models.
- * Initiated and developed methodology that included processes and procedures, workflow, and nomenclature standards.

Apptis, Inc. (formerly GDS), Bethesda, MD 2004- 2005

Lead Technical Writer

Developed information products in support of passport production software contracted by the U.S. Department of State's Bureau of Consular Affairs. Secured a National Agency Check (NAC) for this position.

- * Increased efficiency by transforming tedious and lackluster templates into useful, productive, attractive ones. Gained praise for the company from the Bureau of Consular Affairs for the improvements.
- * Increased productivity by creating the company's first documentation and knowledge management methodologies.

Q.Know, Reston, VA 2002-2003

Manager, Information Design; Information Architect

Established and managed the Information Design (ID) department for a start-up company that develops virtual filing and project management software for the insurance industry.

- * Created a team of writers that the User Interface (UI) manager claimed as the best she had ever worked with.
- * Decreased the number of support calls by producing a comprehensive documentation set that included context-sensitive online Help. Subsequently, the same set was used in the train-the-trainer workshops.
- * Greatly reduced writing time and eliminated redundancy between writers.

* Improved the efficacy and application flow by collaborating with the User Interface team.

Aether Systems, McLean, VA

2001- 2002

Information Architect

Orchestrated the documentation set for Aether Fusion™—a standards-based engineering framework designed for wireless technologies and protocols—for a group of twelve writers.

* Ensured that Aether realized a substantial return on its investment in FrameMaker. Aether's Information Products (IP) department had abandoned FrameMaker for MS Word due to an unwieldy template that it had outsourced. Initiated and developed an award-winning template that allowed the writers to return to FrameMaker and to reduce production time.

* Enabled IP to coordinate with the product development team for the first time in over six months by defining information architecture—including task and audience analysis, high-level outlines, and format recommendations.

* Invented a highly-acclaimed conceptual model of the software development kit (SDK). Built models using Legos™ and created documentation support that de-mystified the process of documenting SDKs.

marchFIRST, Inc., (formerly USWeb/CKS) Herndon, VA

1999-2001

Senior Documentation Specialist; promoted to Documentation Manager

Managed information product development for the company's internet architecture.

* Increased productivity by developing style guides and Adobe FrameMaker templates; established effective documentation production and knowledge management methodologies. Senior Manager deemed the award-winning template and its companion guide commercially viable products.

* Authored and produced in-house and client-facing publications that supported application development and promoted sales of the flagship product.

Bluewater Communications, Bethesda, MD

1997-1999

Technical Writer; Sole Proprietor

Developed information products for companies that included: Riverbed Technologies, Inc.; CardSystems, Inc.; Network Associates, Inc.'s online security services division, McAfee.

ABCNEWS, Washington Bureau, D.C.

1993-1997

Lead artist for "This Week"; contributing artist for "World News Tonight" and "Nightline"

Produced on-air graphics and animation. Served as de-facto biomedical information source and researcher.

Education and Professional Training

Master of Fine Arts, California Institute of the Arts, Valencia, California

Bachelor of Science Awarded with Distinction, Medical Illustration, Cornell University, Ithaca, New York. Founded the Association of Medical Illustrators at Cornell University; created the university's first medical illustration curriculum.

Training: Structured Document Publishing Bootcamp; The Single Source Solution; Practical Principles of User Interface Design; Flash 5 and Generator 2 Boot Camp; Web Page Development; Adobe PhotoShop and Illustrator classes.

Professional Affiliations

Society for Technical Communication (senior member, online competition manager, online competition judge); DC Web Women (member); DC Science Writers (member)

Published Material

"Roughing it in Papua New Guinea." Article published by *Cruising World*, an international sailing magazine;

"Hitchhiking the High Seas." Article published by *SAIL*, the world's largest-circulation sailing magazine.

Awards

Society for Technical Communication (STC), Washington, D.C. Chapter 1999-2001: Two Awards of Excellence for Technical Publications/Cover Designs; three Merit Awards for Technical Publications; Achievement Award for Technical Publications

Broadcast Design Award, Broadcast Design Association, Sydney, Australia