

Leda D. Farbstein

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PROFESSIONAL HIGHLIGHTS

- Possess extensive experience creating, writing, editing, and managing software end-user documentation and government-agency training, safety, and business-process-reengineering manuals and guides
- Optimize quality and production efficiency within and among product documentation suites through development and enhancement of style and editorial guidelines
- Train and mentor new writers by providing information design critiques and editorial/quality assurance reviews

SOFTWARE and HARDWARE

Framemaker	HTML	MS Visual SourceSafe
RoboHTML	Adobe Acrobat	INTERSOLV's PVCS Tracker
RoboHELP Classic	Paint Shop Pro	Claritas proprietary software
Java Help	TechSmith's SnagIt	Lotus Notes
Microsoft Office 2003	WinZip	MapInfo Professional

PROFESSIONAL HISTORY

Claritas Inc. *[A leading precision marketing software and data company]*
Senior/Managing Technical Writer

1998 - Present

Write and produce end-user product documentation, perform all document editorial/quality reviews for the Technical Communications Department, monitor and improve publications processes and procedures, train/mentor other staff writers, and create and implement performance improvement tools.

- Create and produce software product documentation for a number of the company's premiere target marketing applications. Types of documents include online HTML Help, online Windows-based Help, user reference guides, use cases guides, Web site content, installation guides, and Release Notes and other release package documents. In addition, create all required graphics.
 - Train all new staff writers in the company's writing style, in documentation processes and procedures, and in the Department's role within project teams.
 - Create and implement use of quality improvement tools including an editorial review checklist, various Framemaker and Word templates, and the corporate documentation style guide. Keep current with the Department's software and training needs as well as with leading documentation authoring/management tools and industry practices and developments
 - Collaborate with product management to identify users' needs and future documentation requirements. Also, provide GUI design input as needed.
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Soza & Company, Ltd. [*A small, diverse government contractor*]
Senior Editor, 3 years

Edited, copyedited, and wrote/rewrote contract deliverables for a variety of federal government clients. Major projects included the following:

- Wrote, formatted, and managed production of a U.S. Internal Revenue Service software development guide in conjunction with a management information systems expert.
- Wrote, edited, and formatted U.S. Dept. of Housing and Urban Development “how-to” guides on managing public housing construction projects. Also, rewrote and formatted the New Bedford Housing Authority’s pilot guide for improving economic development among public housing residents.
- Wrote copy for and formatted U.S. Coast Guard manuals including a 350-page training manual, and a U.S. Coast Guard housing manual.

BAE Systems North America (formerly Vitro Corporation) [*U.S. Department of Defense contractor*]
Editor, 12 years

Held increasingly more responsible technical editing positions in support of the U.S. Navy, the U.S. Army, and NASA. Contract documentation and administrative projects included the following:

- Supervised up to three editors, performed quality control, and trained new staff. Scheduled, monitored, and coordinated content production for up to eight projects at a time for the U.S. Navy’s Trident missile program.
- Edited the NASA field office’s safety and quality assurance reports and created, administered, and maintained all illustrations and graphics presentations. Interacted directly with NASA’s Space Station Freedom safety and software quality managers to assess and meet up-to-the-minute editorial/graphics needs.

EDUCATION

RoboHelp class, EEI
Writing Online Help class, EEI
Basic Web Design class, EEI
B.A., Communications, Hood College, Frederick, MD

AWARDS and MEMBERSHIPS

Claritas Inc.

- Pinnacle Award, 2006
- Senior member, Society for Technical Communication (STC)
- STC Competition, 2002-2003
 - Judge, Online category
 - Merit Award, *ConsumerPoint User Reference Guide*
- STC Competition, 2001-2002
 - Manager, Technical Publications category
 - Excellence Award, *ConsumerPoint Application Help*
- STC Competition, 1999-2000
 - Achievement Award, *Compass Banking Applications Users Guide*

Soza & Company, Ltd.

- Letter of Commendation, 1996

Vitro Corporation

- Performance awards (monetary), letters of appreciation, 1987, 1988, 1990, and 1993
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