

Marylyn G. King

The Value of Innovation

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Management and Usability Professional

Seeking management or senior position that draws on my leadership and client relationship skills, and that involves usability in websites, applications, or knowledge bases. Full-time or contract.

Innovative, skilled, and experienced leader with successes in building cohesive teams, raising the caliber of staff members, and advancing organizational goals. Effective communicator with colleagues and clients, known for managing customer relationships, clarifying requirements, and delivering high quality work products on schedule. Strong background in the software development environment, with in-depth knowledge of usability principles, quality processes, the software development lifecycle, and development methods, including agile and user-centered design methods.

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| ✓ Usability focus | ✓ Web content & architecture | ✓ Technical communication |
| ✓ Customer relationships | ✓ Project management | ✓ Business requirements analysis |
| ✓ Process improvement | ✓ Product globalization | ✓ Software development life cycle |
| ✓ Start-up & turnaround leadership | ✓ Innovative & strategic thinking | ✓ Team recruiting & training |

Experience

International Monetary Fund – Washington, DC **2005 – present**
Principal Consultant Information Architect and Usability Expert through Computer Aid, Inc.

Established a web-based documentation strategy to provide information on demand to users in the Statistics Department:

- Created a web-based knowledge base in Madcap Flare; designed wireframe and site map using MS Visio; employed user-centered design methods of paper prototyping, usability testing, and user-driven design changes.
- Performing content inventory; improving and creating content; architecting information for single-sourcing and repurposing; converting unstructured documents to structured.
- Developed document content templates (boilerplates) to meet IEEE and ISO standards, and a Word template (style sheet) to deliver consistent formatting. Converting Word templates to XHTML.
- Co-developed a proof-of-concept web application that uses XML tags from structured Word documents. Developed XML schema using Altova XMLSpy.

Serve as usability advocate for IT products:

- Conducted job shadowing sessions and defined user personas and scenarios. Used this information to define user tasks for documentation and test cases, and provide usability feedback to developers.
- Designed paper prototypes for application GUIs, defined labeling, and wrote message text.

Spirent Communications – Rockville, MD **2001 – 2005**
Director of Technical Publications

Directed a fifteen-member Technical Publications Department in documenting all software systems, hardware devices, and custom interface utilities for telecommunications products:

- Managed schedules for multiple concurrent releases and adjusted to changing priorities in a fast-paced environment. Worked with peer managers to plan product roadmaps.
 - Improved staff performance through motivation, coaching, and personnel changes; recruited and hired high performers; enhanced the department's reputation within the company.
 - Increased the usability of products and the accuracy of documentation by integrating the department with product development, release, implementation, and support processes.
 - Reduced departmental operating costs by \$100K per year through standardizing on platforms, modifying product packaging, and negotiating leases on equipment.
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- Reduced departmental cycle time by 30–50 per cent by upgrading tools, defining templates, establishing repeatable processes, and streamlining configuration management.
- Created and implemented *C¹⁰=Quality Writing System™* and trained staff on achieving the quality objectives. Surveys indicated steady improvement in documentation during my tenure.

Promoted usability on the extranet, in software, and in documentation:

- Participated on a multi-department team to design and launch the corporate extranet site. Identified user needs, defined website behavior, and wrote content for web pages.
- Initiated user-centered design practices. Facilitated staff in recruiting test subjects, preparing scripts, administering tests, and performing usability evaluations. Scheduled job-shadowing of users at customer sites. Instituted focus groups from Client Services. Analyzed results and followed up with suggested software and documentation redesigns.
- Implemented structured authoring and single-sourcing methods to make documentation configurable for multiple audiences and output formats: web, embedded help, and PDF.

Expanded the influence of Technical Publications in the corporate structure:

- Developed productive relationships with customers and sales and support engineers to identify and meet customer information needs. Boosted customer ratings of the company's responsiveness.
- Championed a corporate awareness of product globalization issues, negotiated with translation vendors, and spearheaded the first translation project.

Visual Networks – Rockville, MD

1997 – 2001

Team Lead and Principal Technical Writer

- Wrote and led a team of four writers through several releases of multiple telecommunications software and hardware products.
- Focused documentation to meet user needs, gathering requirements from client interaction in training classes and focus groups, consultations with sales engineers, and technical support logs.
- Established ISO 9000 processes and quality standards in a start-up environment.

Other employment history

Platinum Technology, Documentation Team Leader Portsmouth, NH 1995 – 1997

Wang Laboratories, Manager of Implementation Services; Project Leader Lowell, MA 1987 – 1995

Computer Associates, Manager of Knowledge Transfer Dallas, TX 1986 – 1987

Education and Professional Development

University of North Texas – B.S. in Education and Speech, cum laude; M.A. in English, 3.9 GPA; graduate teaching fellow; instructor of technical writing.

Professional training – management (including *Academy Leadership* and *American Management Association*), quality, software lifecycle methods, usability, training, and documentation.

Society for Technical Communication (STC) – current First Vice President of the DC metro chapter

- **Winner** of three awards for technical publications in the '07–'08 chapter competition: business process & procedures guide, software training guide, quick reference guide.
- **Presenter** at international and local conferences: "Designing Documentation to Meet User Needs," "Project Management Essentials," and "The Ten Criteria for Documentation Quality."
- **Chair of website redesign task team** for chapter '07–'08: developed project plan, performing audience and needs analysis, developing usability tests, and defining wireframes and site maps.
- **Columnist** for '06–'07 newsletter: feature series "The Manager's Files" and event reviews.

Usability Professionals Association – developed press kit for Usability Day 2006, managed chapter elections, attend monthly topical meetings & annual conference.

DCWW, PLAIN, and DC-IA – attend conferences, workshops, and meetings.