

JANET R. OWENS, PROFESSIONAL PROFILE

A project-driven **PUBLISHED WRITER** and **AWARD-WINNING EDITOR** who plans, directs, and implements strategies to achieve management objectives. Focuses on the big picture, yet pays strict attention to detail. Effectively deals with shifting priorities to meet multiple deadlines.

As a **WRITER**, defines information purpose and audience then delivers accurate, visually appealing information aligned with audience needs. As a **TECHNICAL WRITER**, specializes in the simplification of complex information; condenses volumes of data into succinct, manageable pieces.

As an **EDITOR**, holds front-line responsibility for quality assurance. Edits and proofreads for accuracy, adherence to style and format, art and text relationship, consistency, grammar, punctuation, and voice. Proficient with American Psychological Association (APA) Style, Associated Press (AP) Style, Microsoft Style for Technical Publications (MSTP), and the Chicago Manual of Style.

Demonstrates superior time management. Has never missed a deadline in academe, magazine publishing, news reporting, or technical documentation. Works well independently or on a team.

Abilities: Brainstorming, Collaboration, Interviewing, Consultation, Research, and Analysis.

Attributions: Books, Brochures, Fundraising Letters, Magazine Features, Newspaper Articles, Press Releases, Product Manuals, Reports, Style Guides, Training Modules, and User Guides.

EDUCATION

Master of Arts in Journalism, University of Missouri, Columbia
Emphasis in Research Methods; minor in Media Economics

Bachelor of Arts in Journalism, University of Missouri, Columbia
Emphasis in Service Journalism; minor in Liberal Arts
Dean's List Distinction

WORK HISTORY

Contractor 6/92 - present
(self-employed)

Deliver professional services as Administrative Assistant, Collaborator, Content Developer, Editor, and Writer to small businesses, individuals, and non-profits.

Key Accomplishments

- As Administrative Assistant, coordinated calendars, made travel arrangements, secured meeting facilities, managed employee and guest recognitions, and processed expense reports.
- Enjoying ongoing success as Co-Collaborator, Editor, and Writer on a New Yorker's multimedia book, *Turning Points*. Chapter 1, purchased by Apple®, is available for the iPad™.
- Newsletters, designed and written for non-profits, have been highly acclaimed.
- Praised for versatility and for creatively applying service journalism ("how-to" journalism) as a commissioned Writer of children's books on how to (a) tie a lasso knot and (b) dance the hula.
- Authored published articles and newsletters; a novel is underway, and two children's books outlined.

Procedure Writer (Contractor) 5/08 - 9/08

COMFORCE TECHNICAL SERVICE, INC., Albuquerque, NM

Clients: PNM Resources and subsidiaries, Las Colinas, TX

Shadowed personnel to document practices in stepped procedures and Visio process flows. Designed manual and job aid templates. Collaborated on a comprehensive glossary.

Key Accomplishments

- Brainstormed with management and writing team to determine how best to document procedures before the required software was implemented.
- Wrote new procedures by pairing known attributes of the pending software with current practices.
- Stepped procedures smoothed operational changes for energy providers.

WORK HISTORY cont.

Technical Writer, Technical Editor 9/06 - 4/08
RIVERROCK SYSTEMS, LTD., Dallas, TX
Created new and maintained legacy documents throughout the software development cycle and documented internal operations.

Key Accomplishments

- Conducted process reviews with India team.
- Coordinated with sales and marketing on the creation of a product brochure.
- Collaborated with programmers to develop a customer-facing Application Programming Interface (API) Reference Guide. It was very well received.
- Created an internal User Guide for the newly implemented Microsoft Visual Studio® Team Foundation Server, which received end-user accolades.

Senior Technical Writer, Technical Editor (Contractor) 4/06 - 8/06
STERLING ENGINEERING, INC., Elmhurst, IL
Client: Siemens Energy and Automation (SEA), Arlington, TX

Researched product, consulted with site technicians and subject matter experts, then applied acquired information along with hands-on machinery experience to create new and to update legacy documentation. Performed peer reviews. Provided Phase 1 edits, glossary inputs, and indexing support.

Key Accomplishments

- Delivered User Guide and Troubleshooting/Repair Guide to SEA primary end users, the United States Postal Service and United Parcel Service personnel.
- Learned to write in compliance with US federal government regulations.

Editor-in-Chief 3/03 - 9/03
DOCKERY HOUSE PUBLISHING, Dallas, TX

Held overall project responsibility for quality assurance and enhanced client relations during the revamp of a custom-published health care magazine, a public relations vehicle. Conferred with creatives and influenced the redesign. Geared editorial content toward trendy lifestyle topics, health issues, clinical tests, and medical breakthroughs.

Key Accomplishments

- Maintained client, contractor, and freelancer contact records using a CRM software; arranged for props, photo ops, and scheduled interviews; managed budget and processed invoices.
- Authored medical and health-related feature stories.
- Built a reliable team of remote contributors, whose timely work enabled in-house personnel to generate one year's worth of issues in only six months.
- Praised by client and the client's market in response to the new upbeat design and editorial.

Senior Technical Writer 11/99 - 7/02
ALCATEL USA, Plano, TX

Upon direct hire from contractor role, was immediately promoted to Senior Technical Writer to create product manuals and maintain legacy documentation. Also coordinated with Research and Development in screening Customer Release Notes, ensuring that all bug fixes and new features were addressed.

Key Accomplishments

- Collaborated with management and documentation units on improving work quality. Efforts rewarded with shared kudos for attaining "Best of the Industry" recognition.
- Received an unexpected, significant monetary award for outstanding support.
- Was selected to support Customer Products Department managers in achieving ISO 9000 TL compliance; department scored an "Excellent."
- Won management support for repurposing information, which increased efficiency.

WORK HISTORY cont.

Technical Editor (Contractor)

7/97 - 11/99

CORPORATE DOCUMENTATION AND TRAINING, Carrollton, TX
Clients: Sun Microsystems and Alcatel USA

Sun: Edited and helped produce training modules for enterprise servers. Determined whether well-defined training objectives were measurable and in line with needs analysis. Monitored production status.

Alcatel: Held responsibility for quality assurance throughout a six-volume technical documentation set, at times providing rewrites. Tracked procedure validations and peer and subject matter expert reviews.

Key Accomplishments

- At Sun and at Alcatel took copious notes at trainings, product introductions, and seminars; notes were distributed as appropriate and were often incorporated into documentation.
- Recognized at Sun and Alcatel for dedication to quality, team effort, and excellent time management.
- Shared in Training Documentation Team's recognition by Sun for high-quality modules; format adopted for international training.
- Selected for out-of-state travel to participate in Sun train-the-trainer functions.
- At Alcatel, lobbied for and created a *Writer's Handbook* to promote department-wide consistency, which proved successful in expediting the production cycle.
- Editing expertise and consistent application of Chicago Style and Alcatel standards made a six-volume documentation set read as though written by one rather than numerous writers.

Technical Writer

11/95 - 3/96

DATAFORCE INTERNATIONAL, Farmers Branch, TX

Working concurrently with the software development team, created training manuals and job aids for point-of-purchase accounting software.

Key Accomplishments

- Edited company letters and assisted principles with mass mailings.
- Developed excellent rapport with software engineers and successfully intuited functionality so training materials were ready upon software installation.

Editor

7/94 - 12/95

ZCI PUBLISHING, Dallas, TX

Ensured quality for educational CD-ROMs by proofing and editing. Collaborated with design team on the look of the page, functionality, and cover design. Facilitated trade shows.

Key Accomplishments

- Edited speeches, business letters, and proposals for company principals.
- Wrote product cover copy.

ADDITIONAL INFORMATION

Held full- and part-time positions while earning academic degrees.

6/84 - 2/92

UNIVERSITY OF MISSOURI, Columbia, MO

Newspaper Reporter and magazine Managing Editor, directing a staff of 15, *Columbia Missourian* and *Sunday Magazine*, respectively; Announcer, Staff Assistant, NATIONAL PUBLIC RADIO, KBIA; Public Relations Associate for UNIVERSITY RELATIONS and for the UNIVERSITY OF MISSOURI HOSPITALS AND CLINICS; 8-week Internship: Assistant Editor, Staff Writer with MEREDITH CORP., Des Moines, Produced 12 national magazine articles; provided market research to the magazine Vice President. Both jobs optimized the telephone interview to minimize expense. Commended for creative story ideas and for time management.

VOLUNTEER ENDEAVORS

Den Mother, Boy Scouts of America; Fund-raiser Chair for non-profits with demonstrated, strong leadership that resulted in unprecedented net; Award-winning newsletter editor, Society for Technical Communication; Homeowner Association President and newsletter editor.