

LILA PATTON HERBST

Fremont, CA ♦ 510 579 2922 ♦ <http://www.linkedin.com/in/lilapatton> ♦ Lila@PattonHerbst.com

SENIOR TECHNICAL WRITER & EDITOR

- SUMMARY**
- ♦ Experience documenting a wide variety of software and procedures, from GUI to API.
 - ♦ Ability to read code and write basic samples.
 - ♦ Proven writing, editing and proofreading skills.
 - ♦ Highly effective communicator, able to work well independently or in a collaborative team.
 - ♦ Success driving multi-writer projects as publication captain.
 - ♦ Self driven, detail oriented, will adapt easily to new challenges and environments.
 - ♦ Conversant in French, some knowledge of Spanish, Russian, and ASL.
 - ♦ Passionate about written language and communication.
 - ♦ Excellent references from managers, peers, and direct consulting clients.

- SKILLS**
- ♦ Publication Formats: DITA XML, HTML, PDF, MS Word, MS PowerPoint, CHM.
 - ♦ Writing Tools: SDL Trisoft, XMetaL, <oXygen/>, Arbortext, MS Office, FrameMaker, RoboHelp, WebWorks, Dreamweaver, MediaWiki.
 - ♦ Other Tools: SharePoint, Photoshop, Paint Shop Pro, Perforce, Bugzilla, Eclipse.
 - ♦ Programming: HTML, XML, JavaScript, Java, C++, Lisp/Scheme, Perl, shell scripting.
 - ♦ Experience with revision control, bug tracking tools, content management, wikis.
 - ♦ Installation and maintenance of software under Windows, Mac OS X, UNIX.
 - ♦ Scrum team / Agile development environment experience.

PROFESSIONAL EXPERIENCE

Hitachi Data Systems, Santa Clara, CA (09/2013 – present)

Technical Writer

- ♦ Update multiple user guides for Hitachi Virtual Storage Platform systems, publish as PDF and Online Help.
- ♦ Prepare (reorganize and edit for compliance with DITA standards) and post-process user guides for conversion from <oXygen/> and FrameMaker DocBook formats to DITA XML in SDL Trisoft CMS.

NetApp, Sunnyvale, CA (11/2010 – 07/2013)

Technical Writer

- ♦ Member of writing team for storage management software products.
- ♦ Managed and published large and complex Online Help system in DITA as Help captain for OnCommand Unified Manager releases, coordinated content contributions from a team of writers.
- ♦ Produced content for the Online Help, *Administration Guide*, *API Developer's Guide*, *Workflow Guide*, and *Release Notes* as a contributing writer for OnCommand Unified Manager releases.
- ♦ Documented features and bugs as a Scrum team member in an Agile environment.
- ♦ Collaboratively produced guidelines for how to adapt writing processes to new Agile environment.
- ♦ Rescued multiple small documentation projects when the original writer became unavailable.
- ♦ Mentored new hires, led efforts to maintain team consistency in writing and process.

Hitachi Data Systems, Santa Clara, CA (07/2010 – 10/2010)

Technical Writer

- ♦ Updated and copy edited software documentation for Hitachi Virtual Storage Platform major release.

Nikon Precision Inc., Belmont, CA (09/2009 – 04/2010)

Technical Writer

- ♦ Converted technical bulletins (from Word) and user manuals (from FrameMaker) to DITA XML.
- ♦ Contributed feedback for improvement of DITA implementation.
- ♦ Revised content of legacy FrameMaker documentation based on information in newer manuals.

Oak Hill Corporation, Sunnyvale, CA (05/2009 – 04/2010)

Technical Editor, Copy Editor

- ◆ Various editing projects for clients including Cisco and Palm.

Zyrion, Inc., Sunnyvale, CA (03/2009 – 08/2010)

Technical Writer

- ◆ Updated and overhauled existing FrameMaker documentation for major release of enterprise business service monitoring software, including *User Guide, Developer Guide & API Reference, Release Notes*.
- ◆ Wrote original content for new features, drawing from technical specs, interaction with developers, and exploration of the product.
- ◆ Converted *User Guide* and *Developer Guide & API Reference* to HTML using WebWorks.
- ◆ Created a new *Evaluation Guide* from scratch in FrameMaker.
- ◆ Updated and cleaned up FrameMaker formats and templates.
- ◆ Provided continuing support for subsequent releases.

NetApp, Sunnyvale, CA (05/2007 – 03/2009)

Technical Writer

- ◆ Member of writing team for Storage Management and Application Integration (SMAI) software.
- ◆ Wrote new material based on functional specifications and SME interviews.
- ◆ Produced release notes, install and admin guides in FrameMaker and DITA XML, with single-sourced CHM Help. Wrote product information and download pages in HTML.
- ◆ Planned and executed migration of several manuals from FrameMaker books to DITA XML format and into Trisoft CMS.
- ◆ Led documentation effort for releases of OEM third-party software products, represented tech pubs at cross-functional project team meetings, created documentation plans and schedules.
- ◆ Assisted editorial team with copy editing as well as taking over preproduction editing for two Data ONTAP releases.

VERITAS Software, Mountain View, CA (1998 – 2001)

Systems Administrator, Engineering

- ◆ Took a primary role in documenting configuration standards and procedures for technical reference and for end-user guides.
- ◆ Managed system administration tasks for new hire and employee exit processes, carefully documented procedures for purpose of automation.
- ◆ Performed mail alias and list administration, DNS updates, installation and upgrades of software on engineering servers, basic network maintenance.
- ◆ Provided user support to the in-house engineering community.

Sun Microsystems, Mountain View, CA (1997 – 1998)

Systems Administrator, Systems Migration Group

- ◆ Performed migration of user data and systems for employee transfers between Sun campuses.

- EDUCATION
- ◆ UC Berkeley Extension: Professional Sequence in Editing, Certificate. (May 2007)
 - ◆ UC Berkeley: BA, Cognitive Science major, Linguistics minor. (May 1997)

OTHER INTERESTS

- ◆ Foreign Languages & Linguistics: French (conversational), Russian (5 semesters), ASL (4 semesters)
- ◆ Singing: – San Francisco Symphony Chorus (1999 – 2003, 2006)
[sang on 2004 Grammy-winning SFS recording of Mahler's *Symphony No. 3*]
– UC Berkeley University Chorus
– Perfect Fifth/Berkeley Madrigal Singers, UC Berkeley
- ◆ Rock Climbing, Hiking, Backpacking, Traveling, Dancing (lindy hop, argentine tango, ballroom, folk)