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Senior writer with a technical background who can produce effective, high quality documents that provide internal and external support, helps new employees come "up to speed" faster, supports marketing and sales with up-to-date information, shows value to current and potential customers. Effective documentation can improve productivity, reduce cost and increase profit.

HIGHLIGHTS

- Create, update, format and edit detailed and accurate user guides, test and installation procedures, release notes, semiconductor reference manuals, software and product reference guides, CLI, help files, data sheets, application notes, best practices, protocols, ITIL processes, knowledge base, FAQs, blogs and ads
- Analyze and document processes and procedures, including Change Management, SOP, Document Control
- Report issues and recommend improvements: milestones, technical issues, content, access to documents
- Format, edit, proof-read proposals, research and provide additional content as needed, generate charts and diagrams
- Acquire information by interviewing subject matter experts, working with cross-functional teams, research, using products
- Written documents for customers, end-users, developers, administrators, field/sales engineers, trainers, technical support personnel
- Tools: Word, Power Point, Excel, Project, Visio, FrameMaker, WordPress, HTML, RoboHelp, Photoshop, SnagIt, revision control, single source, bug tracking applications
- Familiar with UNIX, Apple Mac, vi, shell scripts, SharePoint, Confluence Wiki, MadCap Flare

PROFESSIONAL EXPERIENCE

RTDA

Technical Writer/Editor

3/2015 – present

Software for design integration: job scheduler, license monitor, job flow (used with EDA)

- Edit, update and improve manuals for users and administrators, create release notes from CRMs
- Plan and schedule projects: researched and developed plan to migrate documentation to third-party software (MadCap Flare)

Tools: HTML, Wiki, vi, SVN, FlowTracer (RTDA product) on UNIX (Apple Mac)

Total Phase, Sunnyvale, CA

Marcom Writer/Editor

5/2013 – present

Host adapters and protocol analyzers for I2C, SPI, USB, CAN and flash devices, embedded systems

- Review and select technical support solutions (use cases), and then rewrite and publish as marketing blogs
- (<http://www.totalphase.com/blog/>), documented SEO requirements
- Assisted with website development: ran tests, updated files to correct links, reported issues during release

Tools: WordPress, HTML, Word

iHealth Frontier, Mountain View, CA

Technical Writer

12/2013 – 2/2014

Dashboard: communications panel for physicians and patients

- Created new user guides for the first release of a web-based portal application
- Reviewed MRD (market requirements document), researched medical protocols, used the product and asked questions, reported technical issues

Tools: Word

Lab126 (Amazon), Cupertino, CA

Technical Writer

3/2013 – 4/2013

Internal documents for optical test system

- Created procedures for overseas test technicians: installation, calibration, production test
- Interviewed SMEs, reviewed lab notes, used equipment to obtain information and verify procedures

Tools: Word, SnagIt, Acrobat

Moog-Crossbow, Milpitas, CA

Technical/Marketing Writer

4/2010 – 3/2013

Tactical navigation: GPS, magnetometer, software interface - multiple projects

- Assisted with proposals (RFPs)
- Created user guides for new products, updated and rewrote existing user guides
- Interviewed SMEs and used the product (set up equipment and run tests)

Tools: Word, Visio, Acrobat

- Moog-Animatics, Santa Clara, CA** **Technical Writer/Editor** **7/2012 – 9/2012**
SmartMotor User Guide
- Analyzed and rewrote a user guide and software reference for Class 5 motor, made recommendations to complete project and provide effective customer-facing documents within time and budget
 - Used the products (test setup, motor, software, CAN network), additional research
- Tools: FrameMaker, SnagIt, Acrobat
- IP Infusion, Santa Clara, CA** **Technical Writer/Editor** **6/2011 – 3/2012**
API: Network Protocols on Linux platform
- Negotiated with overseas engineers to improve information exchange: schedules were met for both engineering and publications without impacting other projects
 - Initiated specifications for docxygen
 - Edited, updated and created user guides: CLI reference, API/SDK, configuration
 - Read code (C language) to identify and document external functions, called functions, return values, etc.
- Tools: FrameMaker Word, Visio, Acrobat, CVS
- NVIDIA, Santa Clara, CA** **Technical Writer** **10/2010 – 3/2011**
Data Center
- Acquired information with various groups
 - Identified and resolved conflicting information (instructions, equipment used, etc.)
 - Designed and demonstrated a new structure for repository and version control (SharePoint)
 - Created and edited documents: SLAs, (service level agreements) installation procedures, guidelines, report forms
- Tools: Word, Visio, Acrobat, SharePoint
- Synopsys, Mountain View, CA** **Technical Writer/Editor** **3/2012, 9/2010 – 1/2011, 5/2008 – 3/2009, 10/2002 - 12/2002**
- Publications
- Investigated print shop requirements and updated the template accordingly
 - Formatted and edited the content, created illustrations
- Intranet Data Center
- Created manuals for system integration to the Design Center (client side): installation procedure, user guide, online help
 - Created the system administration guide for the DesignSphere (server/host side): security, network management
- Tools: FrameMaker, Acrobat, Word, RoboHelp
- Diamond Systems, Mountain View, CA** **Technical Editor** **7/2009 – 11/2009, 4/2014 – 5/2014**
Embedded Products – computer boards, enclosed modules
- Updated manuals per design revision and for consistency
 - Reviewed and analyzed documents to avoid duplication of content
- Tools: Word
- Cisco, San Jose, CA** **Technical Writer** **2/2010 – 4/2010, 6/2005 - 9/2005**
Web 2.0 Business Portal for SaaS
- Created software developer guide and user guide for a business web-based portal (XML, SDL, SaaS)
 - Acquired information from multiple engineering groups
- Design Guidelines
- Edited and created internal documents: board level hardware design guidelines, ASIC design process
- Tools: Word, Visio, SnagIt, FrameMaker
- Aviat/Harris-Stratex, San Jose, CA** **Technical Writer/Editor** **3/2009 – 2/2010**
Energy Management and Security System
Start-up environment - new division that was independent of the company
- Coordinated information between groups: identified and resolved discrepancies between BOM, engineering and marketing, escalated issues that would delay milestones
 - Edited, formatted and added content to white papers, executive reports and proposals

- Wrote specifications, installation instructions, system and web-based portal user guides, technical notes and white papers for the power center (cellular phone network)
 - Interviewed developers, set up and used products in development, reported bugs on JIRA
- Tools: FrameMaker, Word, Visio, JIRA, photography

NetApp, Sunnyvale, CA Analyst/Content Manager 10/2008 – 1/2009

Network storage – IT Infrastructure

- Simplified the documentation process for ITIL change management: removed duplication, created templates for Runbooks and presentations, updated Excel templates with macros (Visual Basic)
- Performed SharePoint administration duties: modified site for better access and ease of use, remove duplicated and outdated information

Tools: SharePoint, Office 2007

Aruba Networks, Sunnyvale, CA Technical Writer/Editor 6/2007 – 1/2008

Wireless network products

- Created reference manual and tutorials for using and reading MIB (information from research, use and interviewing Customer Support)
- Edited comments for the MIB code

Tools: FrameMaker, Acrobat, Illustrator

SanDisk, Milpitas, CA Technical Writer/Content Manager 6 – 10/2008, 9 – 12/2007, 4/2003

Business processes: Network management, technical support

- Documented ITIL processes: Remedy Report system, change management and incident management
- Developed and maintained the IT repository (SharePoint)
- Consolidated and edited Runbooks, corrected technical errors
- Wrote instructions to manage the repository: how to provide user access, check-in/check-out files and submit files to the production database (Agile) for release

Tools: Word, Visio, Acrobat, SnagIt, SharePoint

JDS Uniphase, Milpitas, CA Technical Writer/Content Manager 4/2007 – 8/2007

Business processes: network management

- Documented ITIL processes for the service desk, TrackIT report system, database business units and security
- Scheduled and moderated meetings for document review and release
- Created outlines, templates and training materials
- Managed the SharePoint repository

Tools: Word, Visio, PowerPoint, SnagIt, SharePoint

Aeris, San Jose, CA Technical Writer 12/2006 - 3/2007

Wireless M2M Cellular Products—Security, sensor, transportation

- Created PowerPoint slides for product release meetings: recorded design changes and new requirements, updated documents
- Created and edited data sheets and technical documents while products were in development: user guide, case study, internal specification, functional specification, flow charts and diagrams
- Researched for RFP (Request for Proposal)

Tools: FrameMaker, Word, Visio, PowerPoint, SnagIt

Miscellaneous contracts and tasks 12/2006 - present

Edited engineering and marketing specifications, proposals, test reports using Word, HTML, Confluence, Photoshop

SUMMARY OF PREVIOUS WRITING EXPERIENCE

Network Industry: optics, wireless, VoIP, servers, data center upgrade, manage content, CLI guides, SDK

Semiconductor: ATE systems, ASIC, EDA

Document shippable prototypes

Prior to technical writing: test engineer (semiconductor), supervise and train technicians, thermal management

EDUCATION/MEMBERSHIPS

BS (Information Technology)

Member of IEEE, former officer of CPMT chapter