
Laurel J. Gaddie

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Objective

To exercise my current skills and develop new ones in writing, formatting, and information design. I'm interested in working in a dynamic environment, and I'm particularly comfortable with technical subjects.

Experience

TECHNICAL WRITER AUGUST 2005– <i>present</i>	Cloudmark, San Francisco Responsible for creation and maintenance of all customer-facing technical documentation for developers, system administrators, and consumers, including guides, online help, datasheets, knowledgebase and FAQ articles. Editor of the bi-monthly SpamNet newsletter for consumers. Manager of the beta programs for the Cloudmark Desktop and Server Edition products, including newsletters, bulletins, and Web content for beta users.
SENIOR TECHNICAL WRITER <i>December 1998–July 2005</i>	Critical Path, San Francisco Responsible for writing, producing, and maintaining approximately 600 pages of technical documentation for the Hosted Messaging team.
DOCUMENTATION MANAGER <i>October 1996–November 1998</i>	C2Net Software, Oakland Responsible for writing, producing, and maintaining all documentation for Stronghold Web Server and related security applications.
TECHNICAL WRITER <i>June 1995–August 1996</i>	Lasselle-Ramsay, Inc., Mountain View Responsible for researching, writing, revising, editing, and formatting software and hardware documentation for a variety of customers, platforms, and audiences.
INDEPENDENT CONTRACTS	Infoscape <i>Fresco 3.0 Server Guide</i> , 1998 OOO <i>Model 01 Quick Start Guide</i> , July 2004
FREE-LANCE WRITER <i>January 1991–December 1992</i>	Self-Employed, Bakersfield Wrote and published original fiction and nonfiction, primarily for <i>Bakersfield Panache Magazine</i> , including a regular feature column.

Technical Skills

PLATFORMS	Mac OS X, UNIX, Microsoft Windows
LANGUAGES	HTML, XML
TOOLS	Framemaker, Photoshop, Illustrator, Acrobat, BBEdit, WebWorks Publisher, Framescript, Apache HTTP Server, CVS, Subversion, wiki

Education

B.A., ENGLISH 1995	University of California at Berkeley Concentration: English Linguistics (Linguistics in Literature) Member, Computer Science Undergraduate Association University of California at Berkeley References and writing samples available upon request.
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