
Pamela L. Miller
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Computer Skills

- Microsoft Windows
- Microsoft Word
- MS DOS
- Adobe Acrobat
- HTML
- XML (ongoing)
- Microsoft Excel
- SEO (ongoing)

Experience

11/2011- Present Retired Freelancer – writing, copywriting, editing, proofreading, blogging, more...

11/05 – 11/2011 *Entirenet, Redmond, WA (a Microsoft contractor)*

Technical Editor

- Performed all levels of editing for a variety of Microsoft projects and training manuals

09/04 – 11/05 *Microsoft Corporation, Redmond, WA (Contract assignment)*

Product Marketing Manager, Windows XP Experience More Campaign

- Worked with Program Manager to combine various aspects of campaign
- Researched and assessed Web articles for campaign suitability; rewrote articles as required; made suggestions for areas to be covered
- Prepared weekly status reports
- Wrote web articles for the campaign

01/04 – 09/04 *Microsoft Corporation, Redmond, WA (Contract assignment)*

Technical Editor, Windows Server Content Group

- Researched and studied Active Directory and object-oriented topics of both TechNet and MSDN in preparation for editing domain and forest topics in the Windows 2003 Server Technical Reference Guide
- Performed technical editing of Security Policy topics in the Windows 2003 Server Technical Reference Guide
- Performed technical editing of MOM Management Pack DNS topics

03/02 – 12/03 *Washington Mutual Bank, Seattle, WA*

Technology Analyst – Enterprise Strategic Solutions Group

- Performed technical editing of technical documentation, including technical feasibility studies, technical memorandums, technical recommendations, and white papers
- Developed and maintained system for tracking documentation through the publishing process
- Trained or worked with writers as necessary to help improve the quality of communication and documentation
- Participated in technical communication forums aimed at developing consistency and enhancing the quality of communication and documentation within the bank

10/90 - 03/2002

Microsoft Corporation, Redmond, WA (Contract assignments)

Content Acquisitions Manager, Microsoft TechNet Group

- Content Acquisition Manager for up to nine product groups
- Researched, gathered, reviewed, and edited technical content for TechNet website
- Attended product group meetings as required
- Collaborated with program managers, writers, and editors of product groups to gather, discuss, and evaluate potential content for TechNet
- Monitored customer feedback on various product group websites
- Gathered and posted question/answer feedback to several weekly newsgroup columns

Technical Editor, Microsoft Tablet PC User Assistance

- Project coordinator and lead editor for Tablet PC Quick Start Guide project
- Researched the Web, Microsoft Library, and other Microsoft teams for various possible Formats to be used for Quick Start Guide
- Edited Tablet PC SDK documentation

Technical Editor, Microsoft Windows User Assistance

- Performed all levels of editing for several online help topics (written by five authors) for next version of Microsoft Windows
- Worked with a team of writers and editors to reassess and rewrite glossary definitions for both Windows online Help and Resource kit documentation in order to ensure consistency and technical accuracy across all documentation

Technical Editor, Microsoft Exchange

- Performed all levels of editing of technical white papers on a variety of Exchange-related topics
- Worked with authors to organize information and ensure technical accuracy
- Worked with production staff to ensure proper formatting and template attachment

Technical Writer/Editor, Microsoft Works User Assistance

- Wrote, edited, and tested a variety of Microsoft Works Suite online help topics

Technical Editor, UE & Localization Server Application Division

- *Microsoft Repository*
 - Lead technical editor for Microsoft Repository project
 - Performed all levels of project editing
 - Created and coordinated project tracking and style sheets
 - Worked with production staff to ensure accuracy of daily HTML builds
 - Assisted in formatting documentation with links and cross-references
 - Ensured conformance with the *Microsoft Manual of Style for Technical Publications*
- *Microsoft Site Server / Microsoft NetShow*
 - Performed all levels of editing for Site Server and Net Show SDKs
 - Worked with authors to assess content, development, and organization of material
 - Tracked progress of documentation through the editing process
 - Ensured conformance with the *Microsoft Manual of Style for Technical Publications*

Technical Editor, Microsoft BackOffice SDK

- Performed developmental edit of online Microsoft CryptoAPI documentation
- Tracked progress of documentation through editing process
- Coordinated and worked with authors to develop, define, and organize documentation content
- Ensured conformance with the *Microsoft Manual of Style for Technical Publications*

Technical Writer/Editor, Windows NT User Education

- Published lead technical editor for both Windows NT Workstation Resource Guide (1200 pages) and Windows NT Server Resource Guide (1000 pages)
- Wrote or co-wrote several sections/chapters of both volumes
- Performed developmental edit of several chapters of both volumes
- Supervised and mentored six other editors
- Coordinated and ran weekly status meetings
- Created, coordinated, scheduled, and taught a six-week writing class attended by 15-20 editors and writers
- Edited and wrote online Help files for both Windows NT retail product and *Windows NT Resource Kit CD*

Technical Editor, Visual C++ User Education

Technical Editor, Certification Development

3/85 – 10/90

The Boeing Company, Seattle, WA

Technical Editor

- Performed all levels of editing on a variety of documentation, including large government proposals, Boeing user manuals, and computer program user manuals
- Ensured all documentation conformed to Boeing standards, using various Boeing resources, the *Chicago Manual of Style*, and the *AP Style Guide*
- Created, scheduled, and taught off-hour courses in Writing Concepts and Presentation Excellence

Education & Training

Writers Work

American Writers & Artists (AWAI) *Accelerated Program for Six-Figure Copywriting*

Teacher Certification Program; University of Washington

BA, English, University of Washington (Writing emphasis)

Pre-Law, San Bernardino Valley College, San Bernardino, CA