

M. Gwaltney Mountford

SUMMARY Senior technical communicator with 20 years' experience writing and developing software documentation, training materials, and project management documents, including four years of management. Very strong organization skills and works well under pressure within tight schedules. Fast learner.

Tools *Fluent:* MS Word, Visio, MS PowerPoint
Experienced: Dreamweaver, Documentum, FrameMaker, HTML, MS Excel, MS Project, RoboHELP
Knowledge of: Fireworks, CoreDRAW

Skills Excellent written and oral communication, presentation, research, and interviewing skills. Excellent analytical and management skills. Very good document design and page layout skills. Good user interface design, Web design, and flow charting skills.

CONTRACT EXPERIENCE

Technical **Documentation** Writer

'91 to present
'85 to '86

Researched, designed, and wrote user guides, desk procedures, installation and preinstallation guides, quick references, and online documentation. Applications included foreign exchange trading and operations, accounting, hospital reporting, data warehouse query tools for pharmaceuticals and telecommunications, electronic data interchange, and reservation/scheduling systems. (*See also Staff Experience.*)

Created online libraries using Documentum and Lotus Notes. Created Web sites using Dreamweaver and Fireworks, including those for Web applications.

Product Development Support

Tested functionality of systems, helped with system analysis, and designed user interfaces on numerous projects. Designed and wrote product development documentation, including process flowcharts, business rules, design documents, script indices, and script summaries for an activity-based costing project.

Project Management and Project Management Support

Providing project management for current data mart development project. Managed numerous documentation and training projects; created the development and maintenance processes for the projects. Supported project management teams for foreign exchange (including foreign exchange trading and currency options), and for asset management. Created requirements documents and communication plans. (*See also Staff Experience.*)

Training

Researched, designed, and wrote training plans, training programs, instructor notes, student exercises, and handouts for conversion projects and proprietary software. Taught classes. Training projects included foreign exchange software, accounting software, and a hospital reporting system. (*See also Staff Experience.*)

Clients

Bank of America, Bechtel, City of San Francisco Public Utilities Commission, East Bay Connection, Harbinger, Kaiser Permanente, Pacific Bell, PeopleSoft, State of California, Syntex, Vivus, Wells Fargo Bank

STAFF EXPERIENCE

Lead Technical Writer

4/87 to 12/90

System One Corporation, MAX Systems

- As lead writer directing the work of senior writers, wrote and conducted formal performance reviews and verified content of team's documents.
- As project lead, managed documentation projects, developed estimates and schedules, wrote style guides and prototypes, researched and wrote guides and training programs, and provided guidance on user interface design for accounting systems.
- As the expert on MAX reports, trained new hires and clients.

Manager, Training & Document- ation

1/81 to 4/85

Bechtel Power Corporation, Controller Systems Management (CSM)

- Managed the development of training materials and user guides for CFIS (Controller Financial Information Systems) and supervised a staff of 10.
- Established scope, goals, plan, methods, and standards for the Training and Documentation Department.
- Established the document development process for the project.
- Developed and controlled a \$250,000 budget.
- Edited training materials and guides for accounting and payroll systems.
- Developed document distribution procedures.
- Developed the technical training program for CFIS.

EDUCATION

B.A. Slavic Language and Literature, University of California, Berkeley

AFFILIATIONS AND OTHER ACHIEVEMENTS

'99 to present

University of California, Berkeley, Extension Program

Instructor of Technical Communication I (first course of the Professional Sequence and Certificate program in Technical Communication).

'89 to present

Society for Technical Communication (STC)

Associate Fellow; held many leadership roles, including chapter president. Served on the Society's Nominating Committee. Ran regional conference and publications competition. Give presentations at chapter meetings and at regional and international conferences.

'79 to present

Professional Association of Computer Educators (PACE)

A founding member and current Web Master; held many leadership roles, including president and newsletter editor.