

**STATUS****SEMI-RETIRED**

Illinois State University Retirement System (SURS), July 2011–present

**SUMMARY**

- Twenty-eight years of professional editing experience
- Background in computer technology, website management, technical writing, and desktop publishing
- Formal education in language and business administration
- Innate drive to plan, organize, and manage projects
- Proven project management excellence and editorial management skills
- Ability to think logically—highly developed analytical and problem-solving skills
- Extensive experience in developing and documenting procedures for IT professionals and end users
- Proven skill as content management system (CMS) web administrator
- Working knowledge of web-publishing tools and microcomputer system concepts and operations
- Ability to interact and work well with people from all levels in a collaborative team environment

**EMPLOYMENT****ELECTRONIC PUBLICATIONS EDITOR AND CMS WEB ADMINISTRATOR**

Information Technology Services (ITS), Governors State University (GSU), University Park, IL  
1993–2011

- Administered CMS for a university's external (<http://www.govst.edu/>) and internal websites—in an ASP.NET environment using MS Visual Studio 2005—comprising active-server-page (ASP) and ASPX templates, CSS, XHTML, XML, XSLT, and images, files, and content blocks stored in a system database.
- Communicated regularly with 90 to 100 CMS content contributors, informing them of updates, providing tips, answering questions, writing customized tutorials, and instructing them one-on-one and in groups.
- Spearheaded project to make GSU's website ADA-compliant. Wrote [Report to Illinois Board of Higher Education \(IBHE\) in Response to Resolution in Support of Enhancing Worldwide Web Access for Students with Disabilities](#) in May 2006.
- Interacted with a wide variety of people and managed teams for web-related projects.
- Served as key member of team that managed redesign and creation of GSU's website for 2004 launching.
- Managed production and 1998 launching of website for GSU, within budget and meeting three-month target deadline. Coordinated creation, distribution, and startup of 35 supporting websites.
- Wrote, edited, and produced documentation for computer software and technology for use by a diverse university community.
- Produced information for multiple delivery formats, including paper, online help, training material, and websites.
- Wrote and edited HTML code, incorporating images, forms, and CGI and JavaScript scripts.
- Designed and created blogs.
- Determined format and style of ITS publications (on- and off-line); arranged for artwork and photographs; prepared layouts. Created images using image-editing software.

**DESIGNER/PRODUCER**

The Center for Performing Arts—<http://www.centertickets.net/>  
April 2005–2011

Designed and created The Center for Performing Arts website for the 2005–2006, 2006–2007, 2007–2008, 2008–2009, 2009–2010, and 2010–2011 seasons; maintained website year-round.

Adventure of the American Mind (AAM)—February 2004

Under contract, designed and created the AAM/GSU website for AAM program participants, who are trained in producing and integrating K–12 curricula, utilizing [The Library of Congress American Memory](#) website.

**MANAGING EDITOR**

BDM Corporation, Albuquerque, NM  
1979–1982

- Scheduled and supervised production of technical proposals and briefings.
- Reviewed technical manuscripts, rewriting text as required for continuity and clarity for a professional services company.
- Coordinated progress of documents from draft form through final author review, directing work of assistant editors and typists, and arranging graphics, photo, and pressroom support.
- Insured consistency of BDM and customer formats.
- Maintained liaison with authors to insure that documents stayed on schedule and met requirements of intended audience.
- Streamlined proposal production by authoring [Proposal Preparation Guide](#).

**ASSISTANT EDITOR**

Commerce Clearing House, *Euromarket News*, Wiesbaden, Germany  
1977–1979

- Worked closely with one other person to produce a weekly business newsletter that reported on major European developments, including stock market news, money trends, and company law.
- Edited manuscripts of foreign correspondents; gathered background material from newspapers and magazines; checked facts and figures; and proofread for accuracy.

**ENGLISH INSTRUCTOR**

Austrian Government, Waidhofen an der Thaya, Austria  
1973–1974

- Taught four levels of English to 250 German-speaking students in public school—under Austrian-government, one-year contract.
- Demonstrated fluency in German and solid background in English.

**FORMAL EDUCATION**

- MBA, Governors State University, University Park, IL, 1992
- BA, German Education, University of Illinois, Urbana, IL, 1973
- Pädagogische Akademie, Baden, Austria, 1971–1972

**COMPUTER-TECHNOLOGY SKILLS**

<b>Software</b>	<b>Work Experience (years)</b>
Windows 10/7/XP/98/95/3.1, DOS	31
MS Office Suite (Word, Excel, Access, Publisher)	30
Web browsers & email	29
Adobe Photoshop & Elements	26
FTP clients	25
HTML, CSS, Web design	21
Digital camera	21
Adobe Acrobat, Professional, & LiveCycle Designer	19
Computer Networking	18
Dreamweaver, NVU, Kompozer	18
TechSmith SnagIt	15
Unix OS	11
MS Outlook	11
Adobe PageMaker	10
Macintosh OS	9
Ektron CMS400.NET & CMS200	8
OrgPlus	7
ADA web accessibility	6
MS Visual Studio 2005	5
Visio	5
BBEdit	4
MS Project	3
Allaire HomeSite	3
Jasc Paint Shop Pro	3
Jasc Animation Shop	2
RoboHELP (HTML-based)	1
MS FrontPage	1
Movable Type Business Blogs	1
CGI/Perl	<i>2 months</i>
Cognos Impromptu Web Reports	<i>1 month</i>
Visual Basic/QBasic	<i>3 college-credit hours</i>