Lauren Anthone

## Award-winning technical writer and information developer

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# Profile

Imaginative writer and problem-solver with a facility for translating highly technical concepts into layman’s terms. Keen conceptual skills; commitment to precision. Earned reputation as a “Swiss Army Knife” for versatility and know-how derived from a diverse background—from a life sciences curriculum at Cornell University to graphic design and writing.

# Professional Technical Writing Skills

* **Authoring**: Adobe FrameMaker (structured and unstructured, including template design and development), InDesign, Acrobat Pro, PageMaker; MS Office; XMLSpy; EditPlus; Atlassian Confluence (wiki)
* **Online Help, inlcuding template design and development**: WebWorks ePublisher Pro; Adobe RoboHELP; Atlassian Confluence (wiki); MadCap Flare
* **Graphics**: MS Visio; TechSmith Snagit; Adobe Illustrator, and others
* **Technology development methodologies**: Agile; DevOps; Waterfall

# Professional Experience

## **ManTech Corporation**, Herndon, Virginia 04/2019 - Present

* Technical writer/Editor under ManTech’s contract with the Technology Services Division at the Board of Governors of the Federal Reserve (FRB).
* Currently editing, updating, and maintaining the ASAP Operations Guide and associated division-wide process and procedure documents, including user manuals and work instructions. These documents support the FRB’s implementation of FISMA and Sarbanes-Oxley protocols.
* Independently restructured the ASAP Operations Guide to improve accessability to key operational processes and standards.

## **KGS**, Fairfax, Virginia 07/2017 - 03/2019

* Technical writer under KGS’ contract with the Administrative Systems Automation Program (ASAP) in the Technology Services division at the Board of Governors of the Federal Reserve.
* Edited, upded, and maintained the ASAP Operations Guide and associated process and procedure documents, including user manuals for the Technology Services Division.
* Created detailed workflow diagrams in Visio to illustrate processes for maintaining, updating, and improving the systems under ASAP’s control.
* Under own initiative, independently created a new Word template that can be applied to all Technology Services documents to improve readability when viewed on line and in print; and provide continuity of style across departments (branding).

## **Lauren Anthone LLC**, Kensington, MD 10/2006-present

President

Current/Recent contracts include the following:

* **Dino-Software Corporation**, Alexandria, VA 12/2014-present

Sole Technical Writer for Dino-Software, a multi-national company whose products and services support z/OS environments. Currently developing user guides and online Help for several products, including Universal Data Manager (UDM), their first GUI based solution for managing z/OS storage at an enterprise level.

* + Increased profitability by creating automated processes and reducing workload for customer support specialists.
  + Developed SOPs to assist engineers and product managers to understand and participate in documentation review lifecycles using SharePoint for version control.
  + Developed Adobe FrameMaker, RoboHelp, and MadCap Flare templates to create PDFs and context-sensitive online help.
  + Directed design of corporate website and standards.
  + Created processes to automate documentation of program messages and codes for end users, employing z/OS Interactive System Productivity Facility (ISPF) macros and Python scripts.
* **5AM Solutions**, Rockville, MD 02/2008-04/2015

Technical Writer for the National Cancer Institute’s Center for Biomedical Informatics and Information Technology (CBIIT). Developed user guides and online Help for custom applications that enable the cancer research community to create, collect, share, and analyze genomic and clinical data. CBIIT uses the Agile development model.

* + Migrated user (and other) documentation from FrameMaker and ePublisher Pro to a Confluence wiki.
  + Developed a method for creating integrated context-sensitive Help in the wiki.
  + Implemented practices associated with section 508 requirements.
* **Interactive Agency Bureau (IAB), Inc**, New York, NY 10/2011-12/2011

Developed templates and a series of guidelines that enabled IAB to provide ad verification oversight and to offer certification that enabled auditors to appraise ad verification service vendors.

* **Board of Governors of the Federal Reserve System (FRB)**, Washington, D.C. 10/2006-12/2010

Senior Technical Writer for Technology Support’s Administrative Systems Automation Program (ASAP) unit.

Developed Configuration Management Plans, Operation Guides, policy and procedure documents, and other technical documents to support the Federal Reserve Board’s implementation of the Capability Maturity Model Integration (CMMI) improvement process; and FISMA and Sarbanes-Oxley protocols.

* **Gene Logic, Inc.**, Gaithersburg, MD 2005-2006

Senior Technical Writer promoted to Senior Information Developer/Technical Lead

Managed documentation projects and developed conceptual, procedural, and technical content for user guides and online Help in support of software suites that enable gene expression and predictive toxicogenomic data analyses for an innovative biotech corporation serving the pharmaceutical industry.

After just 2 weeks on the job, assumed responsibility for producing all documentation for the complete line of software.

* + Improved productivity by designing and implementing practical FrameMaker, Word, and online Help templates.
  + Streamlined and improved process for converting structured FrameMaker source files to XML for creating PDF reports on demand from client-supplied gene expression data uploaded to- and analyzed by- Gene Logic’s ToxShield Suite.
  + Collaborated with software engineers to develop a modular approach to integrating proprietary toxicogenomic models.
  + Initiated and developed methodology that included processes and procedures, workflow, and nomenclature standards.

# Education

## Master of Fine Arts

**California Institute of the Arts**, Valencia, California

## Bachelor of Science, Awarded with Distinction

**Cornell University**, Ithaca, New York

Founded the Association of Medical Illustrators at Cornell University; created the university’s first medical illustration curriculum.

# Professional Training

FrameMaker Structured Document Publishing Bootcamp; The Single Source Solution; Practical Principles of User Interface Design; Flash 5 and Generator 2 Boot Camp; Web Page Development; Adobe PhotoShop and Illustrator classes; Instructional Design (earned certification). Continue to learn trends and techniques in documentation through conferences and webinars.

# Professional Affiliations

Society for Technical Communication (senior member, online competition manager, online competition judge); DC Science Writers (member)

# Published Material

“Roughing it in Papua New Guinea” and "Cape Dory 28: Seductive Yet Safe", articles published by Cruising World, an international sailing magazine; “Hitchhiking the High Seas” article published by SAIL, the world's largest-circulation sailing magazine; "Rockhall Halloween" and “On Being Freed”, articles published by Spinsheet, Chesapeake Bay sailing magazine.

# Awards

* Society for Technical Communication (STC), Washington, D.C. Chapter 1999-2013: Two Awards of Excellence for Technical Publications/Cover Designs; four Merit Awards for Technical Publications; Achievement Award for Technical Publications
* Broadcast Design Award, Broadcast Design Association, Sydney, Australia