

Vicki Brown

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Summary

Accomplished information technologist and problem solver with a passion for enhancing productivity through improvements in communication. Facilitator. Troubleshooter. Primary goal: helping other people to get their jobs done more effectively and efficiently. Specialties include:

- Information Architecture
- Technical Documentation
- Client Services
- Training
- Product support
- Wiki expertise (TWiki/Foswiki)
- Web Weaving (HTML, CSS, JS)
- Data filters and tools (scripting)

Employment History

Yahoo! — **Technical Writer; Wiki Support Engineer** (2006 - 2012) — Documented process and procedures for server configurations, release process, and operations-related tasks. Provided multi-level support (TWiki, JavaScript). Clients: service engineers, development engineers, program managers, and architects.

Cisco IronPort Systems — **Technical Content Manager** (2004 - 2005) — Specified, researched, created, reviewed, and edited internal technical documents, including tutorials, web pages, and software design specs. Clients: engineers, managers, client services, and user publications teams.

Contract Programmer (2000 - 2003)

Ebay (2003) — Developed, documented, and tested code (Perl, VBScript) to check compliance of Windows machines with Microsoft security patches and anti-virus software. Clients: desktop system admin team.

Genentech (2002) — Ported, built, modified, and tested Open Source software for installation onto intranet (WebMail). Clients: software group.

Vantage Technologies (2001 - 2002) — Analyzed problems and addressed issues in company's web-based product, Partnersmith (Perl, JavaScript). Clients: programming and testing staff.

Barclays Global Investors (BGI) 2000 - 2001 — Designed, developed, and documented suite of configurable programs (Perl, XML) to parse flat data files from multiple streams, validate the results, and load data into a database. Clients: Active Data Group.

Apple — **Sr. Technical Writer** (1999 - 2000) — Developed MacOS X conceptual developer technical documentation. Wrote Kernel Environment book. Clients: internal and external software developers.

Deltagen — **Scientific Programmer; System Administrator** (1998 - 1999) — Developed, documented and modified data analysis processes and tools (Perl). Provided Linux system administration support and Mac OS desktop user support. Clients: scientists and lab technicians.

Incyte Genomics — **Scientific Programmer** (1997 - 1998) — Documented and diagrammed data flow for sequencing projects. Debugged and enhanced processes and tools (Perl). Clients: data managers.

Selected Accomplishments

Information Architecture — Evaluated, analyzed, designed and organized web homes for project teams

- Organized web sites for improved navigation, resulting in positive feedback and reduced complaints
- Developed and added site maps, dynamic indexing, naming conventions, "portal" pages, topic hierarchies
- Developed re-usable page templates, improving efficiency in creating new pages
- Developed applications to add structure and consistency across site
- Created Best Practices documentation, sharing recommendations across organizations by request

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Technical Documentation — Writing, editing, proofreading, and review

- Wrote more than 300 how-to and tutorial topics for internal TWiki “Help web”
- Documented process and procedures for server configurations, release process, and operations tasks
- Proofed and reviewed dozens of internal documents on demand
- Co-authored *MacPerl: Power and Ease*, an introductory book on Perl (Prime Time Freeware; 1998)
- Authored *Inside Mac OS X: Kernel Environment* (Apple Developer Connection; 2000)
- Published more than 20 articles, online and in print technical journals

Product Support — Established my reputation as de-facto TWiki expert with many satisfied customers.

- Responded to over 2000 requests sent directly to me
- Handled over 500 questions in the wiki support mailing list
- Developed Help web, creating over 300 tutorial topics
- Developed over 100 TWiki applications
- Received 17 "Bravos" (unsolicited company-public feedback)
- Received many thank you notes and commendations by email

Training — Developed Wiki training classes. Presented classes quarterly for two years.

- Wiki Essentials (2 hrs)
- Wiki Variables and Plugins (2 hrs)
- Wiki Applications (4 hrs)

Data Filters and Tools— Demonstrated proficiency in *nix (BSD, Linux, Mac OS X), scripting languages (Perl, sh), and C. Customized Intranet web sites in TWiki, HTML, CSS, & JS. Developed and enhanced internal tools and scripts, many written to custom requirements for short-term use.

System Administration— Demonstrated proficiency in BSD, Linux, and Mac OS system administration, including user management, mail systems, and Apache web services.

Additional Information

Portfolio:

- Primary site: <http://www.philtres.com/vlb/>
- Samples: <http://www.philtres.com/vlb/samplespage.shtml>
- Feedback: <http://www.philtres.com/vlb/feedback.shtml>

Social Media:

- Weblog: <http://vlb.typepad.com>
- Weblog: <http://cfcl.com/vlb/weblog>
- Twitter: <http://twitter.com/vlb>
- Facebook: <http://www.facebook.com/vicki.vlb>
- Google+: <http://plusya.com/vickibrown>

Education

University of Maryland — M.S. Microbiology

(Masters thesis project utilized awk, sed, sh, SunCore graphics, and troff)

Pennsylvania State University — B.S. Microbiology; Computer Science minor