

Vicki Brown

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I enjoy solving problems in a way that meets peoples' needs, using communication tools to enable more efficient and effective performance.

Work History

Consulting — (Jan 2012 - present) — **Freelance; multiple client companies**

Yahoo! — **Technical Writer / Content Mgmt; Wiki Developer** — Service Engineering (Jun 2006 - Jan 2012)

Cisco IronPort Systems — **Technical Writer / Content Mgmt (Wiki)** — Engineering (Jun 2004 - Nov 2005)

Contract Programming Positions, short-term:

eBay — (Perl, VBScript) (4 weeks; 2003)

Genentech — (C) (3 months; 2002)

Vantage Technologies — (Perl, JavaScript, HTML, Oracle) (6 months; 2001 - 2002)

Barclays Global Investors (BGI) — (Perl, XML, SQL) (6 months; 2000 - 2001)

Apple — **Sr. Technical Writer** — Mac OS X Developer Publications (Sep 1999 - Sep 2000)

Selected Accomplishments

Content Management— Writing, editing, proofreading, and review

- Proofed and edited Personality Lingo® *Facilitators' Kit* and *Communication Kit* (Mary Miscisin MS & Ed Redard MD)
- Proofed and edited *We Need to Talk About Suicide* (Sande Roberts, MA; Inkwell Productions; 2015)
- Documented process and procedures for server config., release process, and operations tasks (Yahoo!)
- Specified, researched, created, reviewed, and/or edited internal and customer-facing documents (Yahoo!; IronPort)
- Created and published over 300 tutorial topics in the internal wiki (Yahoo!)

User support & Training — High-level support and training, responding to user requests and bug reports

- Handled over 500 questions in the wiki support mailing list; responded to over 2000 requests sent directly to me (over a 4-year period) (Yahoo!)
- Developed wiki "Help" web (Yahoo!)
- Produced and taught Wiki training classes (Yahoo!)
 - Essentials (2 hrs); Variables and Plugins (2 hrs) ; Applications (4 hrs)
 - Presented quarterly, for two years, to 15-30 students per class

Information Architecture — Analysis, design, and organization of Intranet sites

- Organized sites for improved navigability, using indexes and topic trees, resulting in positive feedback and reduced complaints (Yahoo!; IronPort)
- Created re-usable page templates, improving efficiency in creating new pages (Yahoo!)
- Developed applications to add structure and consistency across site (Yahoo!)
- Developed and documented Best Practices and content guidelines, sharing recommendations across organizations (Yahoo!; IronPort)

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Wiki Expertise — TWiki & Foswiki

Consultant: Wiki installation, build-out, organization, content architecture, administration

- Registered consultant at twiki.org and foswiki.org
- Part-time, remote consultant for multiple companies, including The Queenstone Group (California), Kreis Tool (Illinois), InfoTrax Systems (Utah), and Settha Palace (Laos)
- Recommended and installed plugins; created and installed templates; developed content

Internal Wiki Support specialist (Yahoo!)

- Established reputation as de-facto company-wide TWiki expert with many satisfied customers.
- Received 17 "Bravos" (unsolicited company-public feedback) as well as thank you notes and commendations by email

Software Administration and Support Tools — Development, debugging, troubleshooting, and maintenance of internal tools & data filters

- Developed, documented, and tested code. Experienced in awk, bash, C, and Perl; familiar with JavaScript, VBScript, XML, and SQL queries (Multiple positions)
- Developed over 100 Wiki applications to manage runbooks, dashboards, standards docs, etc., using TWiki plugins, JavaScript, HTML, and CSS (Yahoo!)
- Monitored bug ticket queues, resolving and/or escalating issues as appropriate; organized ticketing system, managing components and owners (Yahoo!; Apple)
- Managed interviewing schedule & process; created hiring status dashboards (Yahoo!)

Portfolio, etc.

- Author: *Inside Mac OS X: Kernel Environment* (Apple Developer Connection; 2000)
- Co-author: *MacPerl: Power and Ease*, an introductory book on Perl (Prime Time Freeware; 1998)
- More than 20 technical articles, published online and in print technical journals (see: philtres.com)
- Web site: <http://philtres.com/vlb>
- Wiki Site: <http://wiki.cfcl.com/>
- Twitter: <http://twitter.com/vlb>
- Weblog: <http://vlb.typepad.com>

Certifications

MBTI Certified Practitioner

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 (courses only)