

# TECHNICAL WRITER

Susan Yuryan  
611 Pamlar Avenue  
San Jose, CA 95128-4224

(408) 279 - 3586  
sue\_yuryan@yahoo.com

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## Summary

Sr. technical writer with electronic engineering background and many technical skills. Twelve years tech writing, plus twelve years EE tech work. Experience with start-ups. Strengths include writing; communication; training; technical ability; and familiarity with software and hardware development processes. Highly motivated. Works well with engineers. Requires minimal supervision.

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## Employment History

### **Sr. Technical Writer                      VERITAS Software Corp. , Mountain View, CA. (Oct. 99 - May 00)**

- Product Focus: Storage Appliance, a Solaris 7-based virtual storage management product.
- Writing Projects Completed: User Manual, OEM System Integrator's Guide, Online Help, and an internal IntraNet Site.
- Tools Used: FrameMaker (PC and Solaris) JavaHelp, WebWorks 2000, CorelDRAW.

### **Sr. Technical Writer                      Xyratex International, San Jose, CA.                      (Jun. 99 - Oct. 99)**

- Product Focus: C-based test application for UDMA devices.
- Writing Projects Completed: API developer's guide that teaches engineers how to use customized C-library functions in their C++ programs to write test programs for storage devices.
- Tools Used: FrameMaker, CorelDRAW, C++.

### **Sr. Technical Writer                      IntraCom Corp Inc., Sunnyvale, CA                      (Oct. 98 - May 99)**

- Product Focus: EchoLive, the company's flagship medical telecommunications product.
- Writing Projects Completed: Prepared the following engineering documents required for FDA 510k filing: Product Requirements, Design Specification, Software Design Process, and Hazards Analysis Study. Wrote the EchoLive User Manuals and created Quick Reference cards. Created extensive manufacturing instructions for third-party prototype build and wrote corporate Customer Service Plan. Also, assisted IntraCom company officers with corporate Business Plan.
- Tools Used: Framemaker (PC/Mac), CorelDRAW, Adobe Illustrator, and Adobe PhotoShop.

### **Technical Support Engineer      Xyratex International LTD., San Jose, CA.                      (Apr. 97 - Oct. 97)**

- Product Focus: Test systems for SCSI, IDE, and ATAPI hard drives, tape drives, and CD-ROMs.
- Ongoing Activities: Worked via telephone and in-person to assist and train engineers and technicians from disk, tape, and CD-ROM manufacturers in the use of the Pod/Basher test system. Diagnosed and reproduced technical failures and developed solutions for customers. Developed technical training course materials and assisted with Product Training Seminar. Wrote customer communications such as new release notifications. Worked with all aspects of the system: hardware, software, architecture, C-based operating system, and programming.
- Tools Used: Innotec SCSI and IDE logic analyzers, oscilloscope, FrameMaker, MS-word, and CorelDRAW.

### **Sr. Technical Writer                      Zadian Technologies, San Jose, CA.                      (Jan. 94 - Dec. 96)**

- Product Focus: Test systems for SCSI, IDE, and ATAPI hard drives, tape drives, and CD-ROMs.
- Writing Projects Completed: Created a documentation department. Analyzed existing documentation strategy and made recommendations to corporate officers. Managed multiple documentation projects and up to 6 contract technical writers. Wrote Hardware Installation and Programming Guide for new and existing products, and managed online help project.
- Tools Used: FrameMaker 5.0, MS Word 6.0, CorelDRAW, and PageMaker.

**Technical Writer                      Digital Equipment Corp., Maynard, MA.                      (Jul. 89 - May 93)**

- Product Focus: VAX and Alpha system architecture hardware and software design, system initialization, power strategy, firmware operation, and register descriptions.
- Writing Projects Completed: Wrote three 600-page technical manuals that documented VAX and Alpha systems to the component level, such as the operation of the microprocessor, registers, system memory, and special-purpose modules. Wrote engineering specifications for hardware, software, and firmware projects. Reviewed Digital publications such as product user manuals, specifications, magazine articles, technical presentations, and Digital Press books including the *Alpha Architecture Reference Manual*, and all DEC 4000 customer manuals. Developed training material and trained technical writers and managers in various aspects of Alpha systems.
- Tools Used: Vax Document SGML-based markup language, DECwrite, TPU/EDT.

**Electronic Engineering Technician      Digital Equipment Corp., Maynard, MA.      (Jun. 77 - Jul. 89)**

- Product Focus: VT100 videos, MicroVax systems, tape storage products, thin-film head testers, and servo writers.
- Ongoing Activities: Supported development engineers by implementing their prototype designs in a laboratory environment. Verified logic design with DECSIM (Digital proprietary logic simulator). PC module component placement and gate array pinning assignments. Created written and verbal instructions for Digital's manufacturing line.
- Tools Used: Various hardware tools, (see list below)

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**Awards**

Outstanding Contributor Award, 1987, Digital Midrange Systems Development Group.

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**Certifications**

Software Technical Writing Program (STWP), 1989, Digital Equipment/Boston University.

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**Skill Set**

College courses including AC and DC electronics, programming concepts, PASCAL, and English. Knowledgeable in the following areas:

**Platforms**

- Windows 3.1, 95, 98, NT
- DOS
- VAX/VMS
- Solaris 7
- Mac OS

**Publishing Tools**

- Framemaker 4.0, 5.5
- MS-Word 6.0, & 97

**Markup Languages**

- SDML (VAX Document)
- SGML
- HTML

**Online Help &**

**Web Authoring**

- WebWorks 2000
- ForeHelp
- RoboHelp
- JavaHelp
- JavaScript

**Text Editors**

- MS-DOS Edit
- EMACS

**Graphics**

- CorelDRAW 3.0, 6.0, 7.0
- Adobe Illustrator
- Adobe PhotoShop

**Programming**

**Languages**

- PASCAL
- C - (familiar with)
- BASIC
- XPLdedicatedI/O scripting language

**CAD Tools**

- DECSIM
- VALID
- SUDS

**Bus Architectures**

- SCSI
- IDE
- ATAPI

**Hardware Tools**

- Oscilloscope
- DVM
- Logic analyzers
- Innotec Design dedicated logic analyzers:
  - ID510 SCSI
  - ID520 IDE
- Power supplies
- Frequency generators
- Microscope
- Micro manipulator

References available upon request.