

STATUS**SEMI-RETIRED**

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

DOMESTIC PROJECT MANAGER, ORGANIZER, AND PERSONAL ASSISTANT

January–June 2016

BOARD OF DIRECTORS, SECRETARY

Brookside East of Tinley Park Condominium Association, January–December 2015

SUMMARY

- Twenty-six 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 (published on [IBHE website](#)).
- 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

Software	Work Experience (years)
Windows 10/7/XP/98/95/3.1, DOS	25
MS Office Suite (Word, Excel, Access, Publisher)	24
Web browsers & email	23
Adobe Photoshop & Elements	20
FTP clients	20
HTML, CSS, Web design	18
Computer networking	17
Adobe Acrobat, Professional, & LiveCycle Designer	17
Digital camera	17
Unix OS	11
MS Outlook	11
TechSmith SnagIt	11
Adobe PageMaker	10
Dreamweaver, NVU, Kompozer	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>