

Diana Lovejoy

6501 La Paloma St.

Carlsbad, CA 92009

760-815-1130

dlovejoy@sbcglobal.net

<http://dianalovejoy.com>, <http://lovejoyfitness.com>

Objective: Employment in marketing or web copywriting, article writing, technical writing, or user interface design and writing.

Education: B.A. Literature/Writing, UCSD, March 1995, Cum Laude.
Minors: Psychology, French Literature, Music.
Phi Beta Kappa, Provost's Honors List 1991-1995.

Experience:

Present **Owner, Lovejoy Fitness**, Personal Training and Triathlon Coaching; Freelance fitness writer for Lovejoy Fitness, GOTRIBal, Livestrong.com, IronGirl, various endurance sports newsletters.

2006-2008 Senior Technical Writer and Freelance Copywriter.
IBS Interpret: Used AuthorIT to produce installation guide and online help for a complex, pay-media enterprise software application; maintained and published system event data; labeled software user interface.

2001-2006 **Websense, Inc.:** Senior Technical Writer. (Resigned November, 2006.)

- Produced online Help, printed documentation and release notes for Websense web filtering software;
- Maintained single-sourced content using Adobe FrameMaker and WebWorks Publisher Professional;
- Produced and maintained detailed technical papers on product features;
- Actively contributed to user interface design, wrote field labels and error messages, suggested structural improvements;
- Researched and wrote articles for internal and external knowledge bases;
- Used change-tracking system to stay abreast of and document software fixes;
- Developed end-user tutorials and quick references;
- Kept up with a rapid development cycle involving frequent change.

2000- 2001 **Previo:** Technical Writer.

- Produced online Help and printed documentation for data protection, data migration and remote control software products;
- Worked with dynamic JavaScript elements related to branding, formatting and change management of HTML Help documentation;
- Edited and coded website content using hand-generated HTML and style sheets.

1995-1999 **Nokia Mobile Phones:** Lead Documentation Specialist.

- Created and taught documentation management procedures;
- Ensured storage and identification of engineering documentation in UNIX and Windows file systems, maintained document record databases;
- Handled file format conversions including implementation of Portable Document Format;
- Wrote internal instructional and procedural documentation;
- Conducted internal computer application training for R&D Centers: General and Advanced Lotus Notes v3/4/5, Basic and Advanced Interleaf v5/6.1/7, Microsoft Word, Documentation Process, Sherpa Engineering Data Management System, Netscape Communicator/Publisher;
- Created and maintained department intranet site using HTML and various photo editing applications;
- Assisted with San Diego Lotus Notes database administration;
- Provided general help desk and IT technical support;
- Selected and implemented an eMatrix v7 test database as a pilot documentation management system for the San Diego R&D Center;
- Performed internal auditing and obtained ISO9000 auditor certification;
- Edited and published internal newsletter.

1994-1995 **The Diana Clark Co.:** Marketing Communications Consultant.
Wrote press releases, brochure content.

1991-1994 **Cisco Systems:** Administrative Assistant (summer); **Scripps Institute of Oceanography Library:** Librarian; **Self:** English tutor in Bordeaux, France.

1987-1993 Diverse temporary employment, including Ready Systems, J. Hugh Jackson Library of Business (Stanford University); Pianist/piano teacher.

Skills **Systems:** Windows XP/2003/2007, UNIX, Oracle.
Applications: AuthorIT, Adobe FrameMaker, Adobe Acrobat, WebWorks Publisher Professional, RoboHelp, HTML Help Workshop, Microsoft Help Workshop, Microsoft Office, Microsoft Visio, Adobe InDesign, Adobe PhotoShop (basic), Adobe Dreamweaver, Lotus Notes, Interleaf v5/6/7, Google Chrome.
Computing languages: UNIX, HTML; familiarity with XML, JavaScript, ASP.
Spoken languages: French, English.
Other: Excellent self-motivation, knack for learning new applications and skills.

**Activities/
Interests** Sports: Competitive triathlon (sponsored athlete); surfing, hiking, tennis.
Music: Classical piano 13 years, oboe, clarinet, saxophone.
Other: Writing, reading, cooking, literature, cinema, language.

Personal U.S. Citizen; references available upon request.