

GAIL MARA GURMAN
433A Haddon Road
Oakland, California 94606
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(510) 836-4245

OBJECTIVE

A technical writing position with a progressive company

COMPUTER SKILLS

I have experience with a wide variety of operating systems, languages, software, and hardware. The following represents those with which I am most familiar or have used most recently.

Operating Systems

Windows 98/NT/2000, UNIX (Solaris 2.5, BSD, Ultrix, HP-UX, IRIX)

Languages

C, C++, HTML, Java, XML

Software

Adobe FrameMaker v6.0, Adobe Acrobat v5.0, Macromedia HomeSite v5.0, Microsoft Internet Explorer v5.5, Microsoft Office 2000, Microsoft Word 2000, Mozilla v1.2, Macromedia HomeSite v5.0, Microsoft Visio, Netscape Communicator v6, X Windows

Hardware

Personal Computers (various), Sun SPARCstation 5 (and other UNIX workstations)

WORK EXPERIENCE

- 2002 FOGBREAK SOFTWARE, INC., San Ramon, California
Technical Publications Consultant — Wrote user guide for trading partner agreement and supply chain management. Designed marketing materials.
- 2001 HALL KINION (for Siebel Systems, Inc.), Larkspur, California
Senior Technical Writer (Contractor) — Worked in a large technical publications department for a company that makes customer relationship management software. As part of a team, wrote, edited, and tested parts of several books, while conforming to strict style requirements.
- 1996 to 2001 WINK COMMUNICATIONS, Alameda, California
Senior Technical Writer — Developed and wrote user documentation for interactive television application design and broadcast applications. Converted all company user documentation to HTML and PDF formats. Worked closely with engineers to ensure accurate and complete documentation. Participated in product user testing.

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WORK EXPERIENCE (continued)

- 1994 to 1996 SYBASE, INC., Emeryville, California
Technical Writer II — Wrote user guides, installation guides, and release bulletins for Sybase MPP (Massively Parallel Processing) product on four platforms. Worked closely with engineers to ensure accurate and complete documentation. Participated in Beta project to understand customer needs. Developed and maintained departmental web site.
- 1993 GEOWORKS, Berkeley, California
Software Tester — Performed quality assurance testing on GeoWorks products. Primary project was an operating system and user interface for a PDA. Testing was done on PCs and the PDA. Logged problem reports and bugs to a proprietary database system running on a UNIX network.

EDUCATION

Bachelor of Arts in Anthropology, Brandeis University, Waltham, Massachusetts

Junior Year Abroad, University of Hull, England

Computer Science Classes, University of California, Berkeley, California

- C Programming
- The Structure and Interpretation of Computer Programs
- Machine Structures
- Data Structures and Advanced Programming
- Efficient Algorithms and Intractable Problems
- Operating Systems and Systems Programming
- Programming Languages and Compilers

AFFILIATION

Society for Technical Communication, East Bay Chapter

INTERESTS

Member, Berkeley Games Club

Tenor, Harmony Bay Chorus