

Vicki Brown

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I enjoy solving problems in a way that meets peoples' needs, using communication tools that enable them to do their work more efficiently and effectively.

Work History

Freelance Consulting — (Jan 2012 - present) — **multiple clients**

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 — Sep 1999 - Jun 2004 — **multiple client companies**

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

Selected Accomplishments

Content Management— Writing, editing, proofreading, and review

- Edited *Self Directed Coaching Workbook* plus related modules and PowerPoint documents (ICOM4)
- Edited *A Concise Guide to Personality for Teachers and Parents* plus workshop materials (Cres Jaeck)
- Edited Personality Lingo® *Facilitators' Kit* and *Communication Kit* (Mary Miscisin MS & Ed Redard MD)
- Edited *We Need to Talk About Suicide* (Sande Roberts, MA; Inkwell Productions; 2015)
- Created and published over 300 tutorial topics in the internal wiki (Yahoo!)
- Specified, researched, created, reviewed, and/or edited internal and customer-facing documents (Yahoo!; IronPort)

Wiki Expertise & Information Architecture

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

- Registered consultant at twiki.org and foswiki.org
- Developed pilot project TWiki for Gunderson Dettmer Stough Villeneuve Franklin & Hachigian, LLP (March, 2017)
- Developed TWiki for InfoTrax Systems (Utah), 2013
- Part-time, remote consultant for The Queenstone Group (California), 2012; Kreis Tool (Illinois), 2014
- 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
- Developed over 100 Wiki applications to manage runbooks, dashboards, standards docs, etc., using TWiki plugins, JavaScript, HTML, and CSS (Yahoo!)

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

- Developed and documented Best Practices and content guidelines, sharing recommendations across organizations. 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!; IronPort)

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Type and Temperament Training

- Facilitated two-hour communication workshop for students and counselors at SOAR for Youth, Berkeley, CA, July 2016 & June, 2017.
- Presented one-hour overview of Psychological Type and Temperament at San Francisco Regional Mensa regional gathering: November 2015 & November 2016.
- MBTI® Inventory administration, debriefing, and consulting; by appointment (multiple clients)

Public School Substitute Teaching

- Substitute teacher for Elementary (1st-5th), Middle (6th-9th), and High School in three local districts since November 2016. I prefer 3rd-8th grade, as well as science, math, and language arts classes.
- Third teacher with 4-week summer "math camp" for students entering 6th grade in August, 2017, providing one-on-one tutoring in multiplication and division strategies.

Corporate In-house Training & User Support — 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

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>
- Feedback: <http://philtres.com/feedback>
- Wiki Site: <http://wiki.cfcl.com/>
- Weblog: <http://vlb.typepad.com>
- Twitter: <http://twitter.com/vlb>

Certifications

MBTI Certified Practitioner
Personality Lingo Core Trainer

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)