Andrea (Andie) Mock
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Technical Summary

Tools: Confluence, Jira, Framemaker, CLI, JavaDoc
Knowledge Bases: Salesforce, ServiceNow
Development Methodology: Agile, SDLC
Languages and Frameworks: REST, Ruby, Lua, SOAP, CORBA, DCOM, C, Java, Tcl, Informix Wingz, TCP/IP
OS: Linux, Windows, BSD Unix

Experience

LIGHTHOUSE GLOBAL (FORMERLY H5), San Francisco, CA (Employee, part-time) May 2018 – present
As the sole technical writer for the Product Development Team, I designed and wrote the User and Administrator Guides and Release documentation for versions H5 Matter Analytics 1.0-3.0, an eDiscovery legal software that includes Privilege Analytics Active Learning, and People and Organization Profiles. I aslo designed and wrote versions 1.0-3.6 for H5 Matter Intelligence, a Facebook-like collaboration, and billing software. In addition, I designed and wrote the 1.0 Administrator Guide for EDGE, a GDPR-compliant data breach search engine for outgoing corporate communications. All guides employed Confluence links to a Jira Support portal. In addition, I performed basic Confluence administration.

MEDRIO, San Francisco, CA (Contractor) February 2015 – May 2018
As the sole technical writer for this Phase-one, clinical-trial, PHI-compliant software company, I maintained the Main, Monitor, Data Entry User, Developer API Guides (REST, ODM, and Events), and context-sensitive help. Medrio was an Agile/Waterfall hybrid environment utilizing legacy MadCap Flare. After researching documentation tools, I ported all Medrio documentation to the Confluence wiki to update it. I also performed almost all Cloud-based administration for the company. At Medrio, I created documentation for three tablet-based clinical trial software apps, *mCapture, mConsent,* and *mPRO*, wrote blog articles, and trained support in writing articles for the Salesforce Knowledge Base. I also trained support staff to write for the web in general. In addition, I implemented Traceability Matrix and Requirement Specifications compliance documents for the FDA (Food and Drug Administration) quarterly audits. I also wrote bi-weekly and emergency patch notes, publishing them in the Salesforce Community Knowledge Base.

UNIVERSITY OF CALIFORNIA, BERKELEY (Contractor) April 2017 – July 2017
Created a student/staff-facing two-minute video describing the benefits of adopting two-factor authentication and wrote the How To documentation for 50,000 staff and students.

BERTRAM LABS, San Mateo, CA (Contractor) August 2014 –April 2015
Wrote/edited online help for four disruptive technology dev/ops microservice products:
- *goMorpheus.com* –downloadable appliance that aggregates cloud, local DBs, and servers
- *OohLaLog.com*—real-time, cloud log management service with plugins and code snippets given to me by developers for eight programming languages, including Ruby. Described the best practices for analytics, security and debugging.
- *GoBitCan.com*—performs cloud backups
- *Happyapps.io*—monitors application uptime

UNIVERSITY OF CALIFORNIA, BERKELEY (Contractor) July 2013- June 2014
Knowledge architect for ITIL-based ServiceNow CMS for a Telecom Service Catalog in an Agile/Jira environment. I created and edited wireframes for telecom equipment ordering forms. Wrote and edited online help using HTML and Confluence wikis. In addition, I developed training materials for ordering, menu navigation, and back-end provisioning processes. Wrote/edited a *Quick Guides*, a *Style Guide*, *Terms and Acronyms,* and a *Glossary*. Implemented an end-to-end information plan that included fun refrigerator magnet reminders. Trained staff to

publish internal and customer-facing knowledge articles, and wrote scripts and edited training videos that were added to the CMS. Wrote/edited an additional one hundred articles. Edited subject matter expert articles and placed them into the CMS. Wrote and managed the printing of a *Six Easy Steps* booklet. Documented all procedures and trained staff. Created Google forms used for end-user registration. This consultancy was renewed three times.

UNIVERSITY OF CALIFORNIA, OFFICE OF THE PRESIDENT (Contractor) October 2012-May 2013
Edited lo-fi wireframes for ServiceNow Help Desk forms, documented screen changes and made UX recommendations about visual elements and workflow in a documentation-heavy, waterfall SDLC environment. Interviewed functional owners and wrote and edited reports to capture "As Is" business requirements and design/implementation procedures. Edited UCOP's Incident Management Governance doc with process diagrams/tables and RACI matrices. Input articles into the ServiceNow Knowledge Base. Wrote and edited five one-page cheat sheets describing how to use the ServiceNow Knowledge Base.

UNIVERSITY OF CALIFORNIA, BERKELEY (Contractor) April 2012-October 2012
Edited IST architect's "cookbook" of code recipes, case studies, and end-to-end solutions designed to evangelize U.C. Berkeley's CIOs, IST directors, business analysts and CAL's 700+ application developers and database administrators in the benefits of services-based integration. Created a cookbook of code recipes using a series of Confluence wiki pages exported to a PDF.

GEMINI MOBILE TECHNOLOGIES, San Mateo, CA (Contractor) August 2004-July 2010
In an Agile environment, wrote and edited Linux-based system administration CLI documentation for Gemini's software products, including *Multimedia Messaging Service Centers*, *Short Message Service Centers*, *Push Mail for Advertising Campaigns*, and *Spam Detection* used by international telecommunications companies Nextel, NTT DoCoMo, Verizon, and Alcatel-Lucent. Wrote/edited the *eXplo Lua Script Developer Guide and API Reference* for 3D mobile phone gaming developers. Wrote, edited and maintained task-based online help for Gemini's Network Management System. Worked remotely with developers and QA in South America, China, Japan, and Italy. Created slide decks for training Lucent administrators of Gemini's *Hyperscale Messaging Center* software.

PALM, Mountain View, CA (Contractor) January 2003- July 2004
Wrote and edited technical white papers for an open-source, asynchronous mobile web service client integrated with BEA's WebLogic and IBM's WebSphere. Created a business case for using Palm's WSP product and documented development procedures for both C and Java developers using kSOAP and Palm's version of gSOAP. Wrote and edited the Out-Of-the-Box Guide for the Treo for Sprint, AT&T and Verizon carriers. Asked to rethink and redesign Palm's HotSync instructions to reduce Palm's number one customer service calls and delivered a Claymation storyboard as a result of this request.

LUNA INFORMATION SYSTEMS, Oakland, CA (Contractor) June 1999-July 2000
Wrote and edited online help for Enterprise Java Beans (EJB) configuration, deployment, and runtime tool. Oversaw production of JavaDoc API, including writing package-level descriptions, copy-editing of source code for 21 packages (appx. 1000 methods). Alerted developers which APIs needed documentation, filed bugs to deprecate classes, ran the JavaDoc utility on the source code to generate the JavaDoc API. When developers had left the company, documented help in the source code. Wrote and edited an in-house style guide for Luna developers describing the JavaDoc documentation process with links to Sun's JavaDoc website. Trained in-house staff writer.

SIEBEL SYSTEMS, Emeryville, CA (Employee) April 1998- May 1999
Writer/editor for eleven CRM release cycles. Served as lead writer for Siebel 99 Object Interface Reference Guide, an object-oriented API for Siebel Visual Basic, CORBA, COM and ActiveX interfaces for applet, application, and business objects and various OS installation instructions. Supervised one writer.

SCOPUS TECHNOLOGIES, Emeryville, CA (Employee) January 1997-1998
Lead writer, project manager for the CRM software Tcl API from version 3.5.2.1 to 5.0 through 5.3. This project involved extensive work with a committee composed of twelve top-level Scopus engineers to make the Tcl extension Java-compliant. Recommended a migration replacement table strategy for upgrading customers to the new API. Published and maintained the API as an intranet website for Scopus engineering. Supervised one writer. Researched, wrote and edited the Distributed Component Architecture and Scopus Component Server, a middle-tier

business application server available for CORBA or DCOM protocols. Created the SCS online help. Upgraded the computer-telephony document, Adaptive CTI Bridge, which ran on four middlewares and three switches to work with the Scopus Component Server. Updated ServiceTEAM 5.2, CommLink 5.3, List Management Server Installation 5.2, Scopus Scripting API, and Scopus Java Client 5.0 Installation Instructions.

BASIS, Emeryville, CA (Employee) August 1991-January 1997
Interviewed subject matter experts wrote and edited the BIS/System Administration and Programming Reference, a C-language development guide and API reference for IRL (a machine-level language for barcoding devices) with network monitoring and device control using SNMP. Wrote/edited BIS/System marketing materials. Acted as a one-person Publications Department. Wrote documentation for NEXTGEN, the port of BART's train software that used "C" wrappers so that machine-level code would run on Tandem UNIX machines. Created slide presentations for Methodology Reviews and Deliverable Reports for sign-off meetings with BASIS, Tandem, and BART officials. UNIX system administration for BASIS engineering staff on-site at BART. Researched and wrote the Viacom Printing API, the Viacom UNIX System Administration Guide, and online help for Viacom's upgraded network. Wrote and edited courseware. Delivered onsite training for Viacom Cable staff. Coded a sales-forecasting tool using Wingz for the UI with SQL queries into an Oracle database. Developed templates for staging/installation site guides and wrote ~20 per year that detailed BASIS's open systems network and systems integration with High Availability Failover for UNIX client/server networks running PC TCP and FTP. Clients included AirTouch, Williams-Sonoma, Hillhaven Corporation, Pacific Bell, and Nextel. Wrote/edited web pages using HTML and Frame's Quadralay for SunSoft "Invest in Success II" course descriptions. Created graphics for intranet websites using Adobe Photoshop, xv Image Editor, GIF89, and Java applet animation. Wrote and edited the *System Administration* manual for Netscape's Publication Manager, an extension/customization of SunSoft's document access intranet. Designed a batch Frame-to-HTML conversion process using Webify's WebMaker software. Integrated Netscape's Publication Manager product. Programmed Sales Quote and Forecast system using Informix Wingz then re-engineered for Hyperscript Tools. This program was used internally by BASIS sales and management for four years before being ported to Java. Beta-site tester for Informix Hyperscript Tools for Motif/Solaris version.

Education

Bachelor of Arts in Performance, University of California at Santa Cruz
California State Scholar Recipient