

Jan Barstow

14421-B Ridgetop Terrace * Austin, Texas * 78732 * ph 512-945-4982 * jbarstow@io.com

Writer, trainer, editor, and consultant, experienced in producing accurate and user-friendly communication. Excellent written and interpersonal communication skills. Proficient in research, design, and development. Can supply home office.

Summary of Experience

- Training and education (19 years)
- Writing and editing (17 years)
- Hypertext and web experience (10 years)
- Graphics, tables, and template design (10 years)
- Management (3 years)
- Public relations, including TV and press (5 years)

Applicable Work

Hypertext and Web Experience

I am *fluent in creating hypertext applications* and am experienced in converting raw data to fully operational display, including customized screen design and navigational scheme. I have developed training materials to teach other writers how to produce hypertext and have designed several hypertext applications, some using hidden text and embedded codes that allow for the hypertext information to be easily converted into print.

I am adept at designing applications for multiple platforms and varied viewing conditions.

- wrote single-source manuals for hypertext and print, including index, links, and conditional text
- wrote and prepared high-level reference material for conversion to online man pages
- designed, wrote, and produced hypertext catalogs for product line
- created standards and templates for online-hardcopy conversions using FrameMaker
- provided consultation for converting ISO-9000 project to hypertext
- contributed to design of hypertext authoring system through development phase
- created web sites using HTML authoring packages

Writing and Editing

As an *experienced writer and editor*, I have designed and written technical manuals for system administrators and programmers as well as guides and training materials for end users, meeting tight deadlines on time. I am a master FrameMaker user and am comfortable with client/server environments.

- wrote installation and configuration manuals for system administrators
- wrote reference manuals and maintenance guides for system administrators and programmers
- wrote and edited training materials and white papers for client/server environments
- wrote engineering documents and manuals for field use
- wrote end-user guides for complex software
- produced graphics, tables, and flowcharts for process controllers
- designed and wrote corporate-wide safety manual per OSHA standards
- wrote and maintained help systems, including a proprietary help system for a product line
- created information maps, templates, and online navigational aids for team writers
- wrote fully referenced legal documentation and other materials for the Texas legislature
- edited galleys, chemical abstracts, and complex numerical tables
- created style standards for national high-tech corporation

Training and Education

I am a *veteran trainer and educator* and apply my understandings about the way people learn and process information to the work that I do.

- developed curriculum and training materials for writing hypertext
- evaluated and revised various instructional texts
- provided in-house training for Interleaf and FrameMaker
- designed curriculum and training materials for all subjects and grade levels (K-8)
- taught various subjects in private sectors

Public Relations and Marketing

I am *comfortable with public relations* and have presented information before national media. I have been sought out nation-wide for my ability to convey complex information in a simplified manner.

- wrote grants and designed and implemented survey for nationwide database applications
- created brochures, distribution packets, and educational manuals for national market
- coordinated local, state, and national awareness campaigns for legislative changes

Jan Barstow

14421-B Ridgetop Terrace * Austin, Texas * 78732 * ph 512-945-4982 * jbarstow@io.com

Employment History

Freelance work, interim dates

Editor, Web Developer

OCOF, Los Gatos, CA, 9/99-3/00

Sr. Information Developer

Tivoli Systems (an IBM-owned company), Austin, TX, 8/97-9/99

Sr. Writer

DAZEL Corporation, Austin, TX, 7/95-3/97

Designer, Writer

Advanced Micro Devices, Austin, TX (Contractor through Amundson and Associates), 6/92-8/93

Project Analyst, Writer, Editor

Analysts International Corporation (AiC), Austin, TX, 3/91-5/92

Writer

Frito Lay, Inc., Dallas, TX (Contractor through Ralph Kirkley Associates), 8/90-2/91

Writer

Fisher Controls (now Fisher Rosemont), Austin, TX (Contractor through Amundson and Associates), 2/90-7/90

Writer, Editor

Advanced Micro Devices, Austin, TX (Contractor through Amundson and Associates), 10/89-11/89

Trainer, Curriculum Developer

IBM, Austin, TX (Contractor through Tech/Aid, Boston, MA), 6/89-9/89

Writer, Editor

Texas Department of Human Services, Austin, TX, 1/89-5/89

Editor

CATgraphics, Houston, TX, 84-86

Owner and Director

The Stevens School, Austin, TX 82-84

Hardware/Software

IBM PC, Macintosh, RISC System 6000, RT

MS-DOS, Windows NT, OS/2, UNIX, VAX/VMS, Access 2000, Acrobat, BookMaster, Corel, DAZEL Express, FrameMaker SGML, HyperWriter, InfoExplorer, Interleaf, Microsoft Word, NetObjects Fusion, PageMaker, Paintshop, PhotoShop, Power Point, RoboHelp, Ventura, Winfax Pro, Word Perfect, Wordstar, and others

Education

Austin Community College, Austin, TX
Technical Communications Program

Trinity University, San Antonio, TX
B.A. Psychology and Education, LLD endorsement
Certification current, Texas Education Agency

Dispute Resolution Center, Austin, TX
Basic Mediation course and advanced training in Family Mediation

Conventions and seminars dealing with hypertext, multimedia, structured writing, document design, usability, quality, and other topics related to technical documentation and communications

Professional Affiliations

Society for Technical Communication (STC), *past newsletter editor, contributor*
FrameMaker Users Group
Austin Webgrrls (sic)
Mensa

References

Available upon request

Addendum to Resumé

Although I have until recently used my skills to enhance communications and develop training programs for professionals, advocacy work remains close to my soul. Currently, I am providing professional mediations and coordinating various grassroots efforts, including holding meetings in my home and participating with local multi-disciplinary task forces to advocate for judicial and agency reforms. As such, I am involved with advocacy groups across the nation and have a strong feel for coming trends. In addition, I am continuing research into federal and state policies that affect families and children. Those who work with me know that I am bi-partisan and non-discriminatory, that I look for solutions and not blame, and that I advocate for parents and children, not gender.

Community Experiences and Advocacy Work

- Owned and directed a private accredited school, grades K-8.
 - Designed and wrote the curriculum and materials for all levels.
 - Provided umbrella organization for other alternative schools throughout Texas.
- Taught elementary students in hospital setting.
 - Oversaw educational needs of children who had been emotionally, physically, or sexually abused.
 - Coordinated with counselors, teachers, and health-care professionals and participated in family interventions.
 - Trained and participated in re-evaluation (peer) counseling.
- Co-founded the Mothers' Milk Drive, Inc., an organization that provided breast milk to infants who could not otherwise survive.
 - Coordinated hundreds of mothers and 'bank' locations throughout the Austin area and helped other cities establish similar programs.
 - Solicited airlines to donate time and personnel to transport frozen breast milk to infants in other areas, coordinating pick-up and storage locations in cities that did not have an existing organizational structure.
 - Worked with hospitals and medical personnel to ensure the safety of the milk and recipient babies.
 - Travelled, participated in interviews, and used various news media to solicit mothers who could donate breast milk, often on an emergency basis.
- Involved in political activities regarding policies affecting victims
 - Successfully lobbied for legislative changes and testified before various political groups.
 - One of fourteen selected nationally to speak at the White House and one of three to consult with representatives from the United States Department of Justice.
 - Spoke regularly regarding abuse issues at the County Commissioners' Court.
 - Provided consulting for attorneys and court advocates in Dallas, San Antonio, and Austin.
- Active in advocacy efforts throughout Texas and across the nation.
 - Developed media packets, press releases, and materials for distribution at various conferences throughout Texas.
 - Coordinated and held a balloon release and rally before the Texas State Capitol that included speakers from throughout the nation. The rally was telecast on nationwide T.V.
 - Been a featured speaker at seminars at various regional and state-wide conferences.
 - Initiated research into intelligent knowledge-management systems to coordinate activities among agencies. In communication with a leader in the industry who authored a nationally acclaimed healthcare system he hopes will soon be adapted locally for a pilot project.
 - Travelled regularly to cities throughout Texas and nearby states to facilitate advocacy efforts as regional director of the National Alliance for Family Court Justice.
 - Helped develop, edit, and format *EXPOSE: The Failure of Family Courts to Protect Children from Abuse in Custody Disputes—A Resource Book for Lawmakers, Judges, Attorneys, and Mental Health Professionals*. This book has been circulated nationwide at conferences dealing with child abuse. I also assisted with grant-writing for this and similar endeavors.
 - Provided professional mediations between mothers and fathers to resolve differences in a safe and neutral setting.

If you need more information, please do not hesitate to contact me.

Jan Barstow