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*Comprehensive experience managing Communications, Publications, and Training departments and projects. Proven ability to work independently and as a team member. Expert at setting goals, organizing projects, managing time, coordinating team efforts, and meeting deadlines.*

## Career History and Highlights

### **PRINCIPAL/CREATIVE DIRECTOR**

#### **Tech Talk Communications Consulting - 1989 to Present**

Tech Talk performs a full range of communications, marketing services, and training coast to coast for businesses of all sizes, including:

- Designing Corporate ID programs: logos, stationery, ads, brochures, data sheets, direct mail, websites.
- Writing speeches, slides shows, and multimedia presentations.
- Coordinating product launches, sales meetings, and motivational events.
- Managing marketing communications, documentation, and training functions.

Visit [www.lilli.com](http://www.lilli.com) for a partial list of Tech Talk clients and a peek at some portfolio items.

### **MANAGER CORPORATE & CUSTOMER COMMUNICATIONS**

#### **Aspect Telecommunications - 1993 to 1994**

At this successful computer telephony integration company, created and implemented a strategy for its customer and sales training programs. Improved productivity and morale of its technical publications department. Wrote a multimedia product overview. Planned computer-based-training and online manuals to add value and improve customer satisfaction. Helped plan continuous improvement program.

### **DIRECTOR TECHNICAL PUBLICATIONS AND TRAINING**

#### **Ardent Computer, Inc. - 1986 to 1989**

At this single-user graphics supercomputer startup, planned, developed, budgeted, staffed, and managed all Documentation and Training functions. Managed both permanent and contract employees. Wrote and produced a product launch video.

### **DEPARTMENT MANAGER SOFTWARE PUBLICATIONS**

#### **Tandem Computers Inc. - 1984 to 1986**

For this major manufacturer of fault-tolerant computer systems, managed all aspects of software publications. Built a top-quality, highly motivated, and productive management team of second line managers. Directed production, design, and printing of an enormous volume of manuals for a wide range of audiences. Improved document libraries and implemented consistent library structure. Streamlined document production process.



Earlier, gained Technical Writing experience at Tandem Computers, Prime Computer, Micor, and Honeywell.

## Education

- BS, Edu., Boston State College
- Stanford Publishing Course
- Courses in management, staff development and leadership

## Additional Information

- Expert at hiring/managing vendors for PR, design, printing, training, writing, sales promotion, trade show coordination and event planning
- Excellent computer skills on Macintosh, PCs, and workstations
- Expert user of graphic arts, presentation, multimedia, and program management applications
- Tandem Outstanding Performer award & STC writing award