

# Jenise Aminoff

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## Skills & Tools

<b>Writing Skills:</b> <ul style="list-style-type: none"><li>✓ Technical writing: manuals, specifications, ISO-9001</li><li>✓ Science writing: newsletters, annual reports</li><li>✓ Marketing writing: bylines, white papers, press releases</li><li>✓ Science journalism</li><li>✓ Instructional design: online learning, video tutorials</li><li>✓ Information design: content management systems</li><li>✓ Online content design: web sites, blogs, wikis, customer portals, knowledge bases</li><li>✓ Grant writing: DARPA</li></ul>	<b>Writing Tools:</b> <ul style="list-style-type: none"><li>✓ Structured authoring/CMS: AuthorIt, MadCap Flare</li><li>✓ Layout and format: FrameMaker, InDesign, Acrobat Pro</li><li>✓ General office: Word, Excel, PowerPoint, Open Office</li><li>✓ Markup languages: HTML, CSS, XML, Docbook, LaTeX</li><li>✓ Graphic design and illustration: Photoshop, Illustrator, Inkscape, OmniGraffle, SnagIt, ConceptDraw</li><li>✓ Audio and video editing: Pinnacle Studio, Camtasia</li><li>✓ Marketing and social media: Constant Contact, MailChimp, Google AdWords, Google Analytics, Blogger</li></ul>
<b>Management Skills:</b> <ul style="list-style-type: none"><li>✓ Project management</li><li>✓ Documentation team management</li><li>✓ Agile development</li></ul>	<b>Management Tools:</b> <ul style="list-style-type: none"><li>✓ Version control: CVS, SubVersion</li><li>✓ Project management: Rally, QuickBase</li><li>✓ Bug tracking/trouble tickets: Bugzilla, Jira</li></ul>

## Professional Experience

Jan. – June 2013, Jan. – Oct. 2014

Einstein's Workshop

Burlington, MA

Contract Writer and Curriculum Developer

Created and revised web site content. Designed and produced print marketing materials, including brochures, fliers, and invitations. Designed and implemented marketing campaigns in print and online media, including Google AdWords. Designed company logo. Wrote and published weekly newsletter using MailChimp. Managed social media presence on Facebook and Google+. Designed curriculum in introductory physical science, grades K-3.

August 2013 – November 2013

Intuit

Waltham, MA

Contract Senior Technical Writer

Created and updated technical documentation for QuickBase in an Agile development environment. Scripted and produced video tutorials describing new features and complex concepts. QuickBase is now an independent company in Cambridge.

June 2008 – October 2010

Kiva Systems Corporation

Woburn, MA

Contract Technical Writer

Documentation team lead. Product documentation, software release updates, customer-specific documentation, online documentation, video tutorials, ISO-9001 certification, internal documentation, wiki and Quicr sites, safety documentation. Created sales documentation tools such as product features and client statistics datasheets. Marketing documentation: white papers, bylines, and press releases. Assisted with customer and internal training materials. Conceived and initiated project to create customer-specific online documentation portals using SharePoint. Coordinated with diverse teams within Kiva Systems including sales, marketing, training, software engineering, hardware engineering, quality assurance, customer service, and IT. Kiva Systems is now a subsidiary of Amazon.com in North Reading, MA.

April 2006 – July 2008

Independent Contractor

Cambridge, MA

- Feb. – July 2008, Contract Technical Writer, Editshare Inc., Allston, MA
- March – June 2007, Contract Proposal Writer, iRobot Corporation, Bedford, MA
- Dec. 2006 – Feb. 2007, Contract Technical Writer, SiteSpect Inc., Boston, MA
- July – Oct. 2006, Temporary Documentation Writer, Turbine Inc., Westwood, MA
- April – June 2006, Contract Technical Writer, Banta Corporation, Cambridge, MA

Feb. 2005 – Feb. 2006

Basis Technology Corp.

Cambridge, MA

Contract Technical Writer

Wrote and maintained documentation such as user guides and data sheets for several language processing software products. Assisted in conversion of document format from LaTeX and Word to XML (using DocBook) and HTML, with particular attention to internationalization and localization.

March 2002 – present

BaseSpace.net

Cambridge, MA

Director of Communications

Designed and maintain BaseSpace.net web site. Write, edit, and produce customer documentation and marketing literature.

Feb. 2001 – Feb. 2002  
Information Designer

Akamai Technologies

Cambridge, MA

Managed and assisted in a variety of information management initiatives, particularly eLearning technology, information architecture, course development, and database management. Included work in technical training, knowledge base, web architecture and design, dynamic customer care processes, test environments, documentation, and version control.

Nov. 2000 – Feb. 2001  
Technical Writer

FireSpout, Inc.

Belmont, MA

Wrote technical and internal documentation for Internet startup company, now defunct.

Jan. – Nov. 2000

Independent Contractor

Cambridge, MA

- *Technical Writer*, Harvard University Faculty of Arts and Sciences
- *Web Designer*, BaseSpace.net - Created web site for startup colocation service
- *Instructor*, MIT MITE<sup>2</sup>S Program - Taught writing to minority high school students during intensive 6-week summer program
- *Webmaster*, The Cohousing Network
- *Contract Web Designer*, MIT Center for Innovation in Product Development
- *Contract Science Writer*, MIT Materials Processing Center

Mar. 1998 – Jan. 2000  
Science Writer

MIT Materials Processing Center

Cambridge, MA

Wrote and edited MPC publications including *Materials Research at MIT* annual report, *Industry Collegium Report* (newsletter), symposia program notes, brochures. Publicized events and assisted MIT News Office with press releases, including a \$90 million collaboration with Nanovation Technologies, Inc. Assisted with office reports to MIT, such as Five Year Plan and Report to the President, slide presentations, posters, and miscellaneous printed material. Attended, assisted with, photographed, and reported on MPC-related events such as symposia, board meetings, and special programs. Reformatted content for web presentation and designed and maintained MPC web site. Maintained Now Up-To-Date public events server (office calendar software) and provided IT support.

July 1996 – Jan. 1998  
Technical Writer

Kenan Systems Corporation

Cambridge, MA

Wrote, edited, and updated manuals in large documentation sets for several software products in telecommunications billing, order management, and accounting, including user manuals, Web and API applications, relational and multi-dimensional databases, legal and marketing literature. Developed and maintained intranet Web sites and online documentation. Created and maintained FileMaker Pro databases for media labels and inventory tracking. Managed document production and fulfillment, including print and graphic design vendor management, inventory management, and hiring. Kenan Systems is now a subsidiary of Comverse, Inc.

## Education

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Graduated May 1994

MIT

Cambridge, MA

Bachelor of Science in Writing / Minor in Physics

Sept. - Dec. 1995

Emerson College

Boston, MA

Graduate Studies in Creative Writing

## Awards and Publications

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- **A Pixie's Promise** (novel), writing as Dianna Sanchez, Dreaming Robot Press, sched. August 2018
- "My Mother the Ocean" (short story), **2018 Young Explorers' Adventure Guide**, Dreaming Robot Press, sched. Jan. 2018
- **A Witch's Kitchen** (novel), writing as Dianna Sanchez, Dreaming Robot Press, Sept. 2017
- "Weeds" (short story), **2017 Young Explorers' Adventure Guide**, Dreaming Robot Press, Jan. 2017
- *Susie's World*, monthly comic strip appearing in *North Shore Children and Families*, Feb. - June 2013.
- Multiple blogs, including [highgroundmicrofarm.blogspot.com](http://highgroundmicrofarm.blogspot.com), [thereforeiamb.blogspot.com](http://thereforeiamb.blogspot.com), [knowyourfoodboston.blogspot.com](http://knowyourfoodboston.blogspot.com), and [diningwithchildren.blogspot.com](http://diningwithchildren.blogspot.com).
- "Sustainable Communities" (feature article), **Urban Farm** magazine, ed. Lisa Munniksma, Fall 2010.
- "Growing Community: Gardening with Children in Cohousing." (article), **NEIGHBORHOODS ON PURPOSE: Stories From the Walkways of Cohousing**, ed. David Wann, November 2005.
- "Fate" (short story), **Mojo: Conjure Stories** (anthology, Nalo Hopkinson, ed.), April 2003, Warner Books.
- "Bloodhound: A Medic's New Best Friend," *Unmanned Systems* magazine, Nov/Dec 2002.
- "Bluefin AUVs Relieve Dolphins, SEALS of Dangerous MCM Duty," *Unmanned Systems* magazine, Sept/Oct 2002.
- 1992-93 MIT Writing Prizes – Boit Manuscript Prize, First Place in Poetry for *August in New Mexico*.

References and writing samples available upon request.