

# TRICIA SPICER BEKEY

---

[Website version—phone number and street address withheld]

Please visit my portfolio: <http://www.TrishTales.com/portfolio.html>

[HireTrish @ TrishTales.com](mailto:HireTrish@TrishTales.com)

---

## WRITING & EDITING EXPERIENCE

Amazon, Seattle, WA

2011—2019

### **Technical Writer, Managed Publisher Operations (2017—2019)**

Guided publishers, authors, and conversion houses in building better Kindle eBooks with Amazon tools.

- Wrote user guides for three Amazon products to help publishers convert, test, and manage a variety of eBooks (novels, comics, textbooks).
- Wrote help content for three websites to teach publishers how to fix their eBook and print-on-demand production challenges.
- Started publisher outreach for Kindle Publishing Guidelines updates to increase adoption of changes.
- Developed project schedules and coordinated simultaneous releases with conflicting deadlines.

### **Program Manager, Conversion QA (2011—2017)**

Created technical and editorial solutions to eBook challenges on the Kindle Special Conversions team.

- Met all quality assurance deadlines for Amazon Publishing eBooks while increasing volume by 800%.
- Established policies on training, documentation, and reviews to reduce team error rate by 80%.
- Trained and managed five on-site auditors to meet the quality bar for Amazon Publishing eBooks.
- Wrote user guides for seven Amazon products to help publishers convert, test, and manage a variety of eBooks (novels, comics, textbooks, children's picture books).
- Created HTML and CSS solutions to eBook troubleshooting problems for publishers and internal teams.
- Overhauled the Kindle Publishing Guidelines to make it more consistent, clear, and accurate.

Wicresoft at Microsoft, Redmond, WA

2010—2011

### **Technical Editor**

Delivered copyediting, substantive editing, and indexing of third-party developer documentation in XML.

- Edited and indexed network protocols documentation for online publication.
- Edited corrections for content-related bugs.

Aquent at Microsoft, Redmond, WA

2009—2010

### **Technical Editor**

Delivered copyediting, substantive editing, and indexing of third-party developer documentation in XML.

- Edited and indexed network protocols documentation for online publication.
- Streamlined and documented indexing procedures, guidelines, templates, and project management.
- Edited corrections for content-related bugs.

Volt at Microsoft, Redmond, WA

2008—2009

### **Technical Editor**

Performed copyediting and substantive editing of help topics and user interface text in XML.

- Edited Windows 7 offline help, Windows 7 user interface text, and Windows Vista online help.
- Filed and/or resolved content-related bugs.
- Wrote quick reference guide for an in-house XML editor and rewrote XML section of style guide.

ERG Transit Systems, Seattle, WA

2007—2008

### **Technical Writer/Editor**

Delivered online copyediting and substantive editing of technical documentation for the ORCA smart card.

- Edited software user manuals, system administrator manuals, hardware installation guides, third-party developer specifications, client specifications, and training materials.
- Wrote or rewrote procedures as needed.

Comprehensive Health Education Foundation, Des Moines, WA

2004—2006

**Writer/Editor**

Wrote copy and performed a full range of online editing services (developmental, substantive, and copyediting) on health education products, marketing materials, and e-commerce websites.

- Edited 18 teacher's guides, nine consumer guides, eight storybooks, and many other product pieces.
- Wrote and edited five e-commerce websites, one teacher's guide, two consumer guides, and numerous DVD booklets, newsletters, brochures, catalogs, fliers, and e-mail campaigns.
- Developed project schedules and coordinated simultaneous projects with conflicting deadlines.

Northrop Grumman Information Technology, Lakewood, WA

2002—2004

**Technical Editor**

Performed a full range of hard copy and online editing services (developmental, substantive, and copyediting) on technical documentation for a weather forecasting system and a mobile wireless network.

- Edited software user manuals, system administrator manuals, hardware manuals, security publications, quick reference guides, training materials, and online help.
- Wrote the outline and procedures for a new online help system.
- Developed new editing process, style guide, schedules, templates, and version control system.
- Coached writers, engineers, and programmers to help them improve their writing skills.

Seattle Great Date, Seattle, WA

2002—2003

**Website Designer/Writer/Webmaster**

Designed, built, wrote, and maintained an e-commerce website for a speed-dating service.

- Wrote website marketing copy, print and online advertising campaigns, surveys, and promotions.

Book Publishing Company [Lexis-Nexis], Seattle, WA

1994—2002

**Editor/Indexer** (1996—2002)

Delivered hard copy and online copyediting and indexing of city and county codes.

- Developed project schedules and coordinated simultaneous projects with conflicting deadlines.
- Helped supervise and train 12-person department as needed, ensuring consistent production flow.
- Earned reputation for saving customer accounts with excellent communication and performance.

**Proofreader** (1994—1996)

Proofread manuscripts and assisted in word processing department as needed.

- Earned reputation for meeting deadlines under any circumstances.

---

**COMPUTER SKILLS**

**Advanced User**

- HTML & CSS
- Microsoft Word 2016

**Average User**

- Adobe Dreamweaver
- Adobe RoboHELP

- Microsoft PowerPoint 2016
- XML

---

**STYLE GUIDES**

- Proficient with the *Microsoft Manual of Style for Technical Publications* and the *Chicago Manual of Style*. Familiar with the *Associated Press Stylebook*.
- Experienced at creating and revising company style guides to provide clear editorial standards.

---

**EDUCATION & TRAINING**

- **Bachelor of Arts, English—Writing Emphasis**, Loyola Marymount University, Los Angeles, CA
- **Technical Writing Certification**, Bellevue Community College, Bellevue, WA