

# ELLA DEON LACKEY

## HEADLINE

---

A detail-oriented technical writer with a solid background writing and editing enterprise-level software manuals, news articles, and web content, with experience in software testing and laboratory work.

## SUMMARY OF QUALIFICATIONS

---

- Years of experience writing in varied, diverse styles, from news articles to reports and large user manuals, creatively adapted according to the needs of the project, existing documentation, and standard format.
- Experience writing and editing manuals using DocBook XML, Adobe FrameMaker, Microsoft Word, and Corel WordPerfect.
- Over three years' on technical writing projects, combined with two years writing for regional newspapers and local magazines and over 250 published articles.
- Proactively learns new skills and adapts to changing work environment, working independently within a team to achieve the best end results for a project.

## IT EXPERIENCE

---

**Hardware:** PCs, Macs, Servers, Scanners, Faxes, Printers

**Systems:** Windows (98, 2000, 2000 Server, NT4, XP), UNIX (Sun Solaris 9, HPUX 11i), Red Hat Linux Enterprise Server 3 & 4, Fedora Core 3 & 8

**Software, layout/word processing:** Adobe FrameMaker, Sun OpenOffice, Microsoft Word, Corel Word Perfect, Corel Draw

**Software, graphics:** Gimp, Dia, Corel Draw, Inkscape

**Programs, Other:** Microsoft FrontPage, Mambo Content Management System, Microsoft Excel, gVim and vi/vim (text editor), Skype VoIP, TopStyle Lite (CSS editor), VNC Viewer, Mozilla Thunderbird, Red Hat Directory Server, SunOne Directory Server, Courier IMAP Mail Server, Postfix Mail Server, SAMBA file server, Apache Web Server, SSL/TLS, DocBook, Red Hat Certificate System, Visual Web Developer (Basic)

**Languages:** HTML, XML, CSS

## WORK EXPERIENCE

---

[ October 2007 to Present ] [ Red Hat, Inc. ] [ Raleigh, North Carolina ]  
[ *Technical Writer, Contract -- Red Hat Identity Management Division* ]

- Edit, update, and manage 2000+ documentation set, with research and engineering collaboration for new features and changes, for security-targeting

enterprise-level server software for Red Hat Directory Server and Red Hat Certificate System.

- Participate and organize technical review and rewrite of existing documentation set for Red Hat Directory Server.
- Actively cleaned and reformatted documentation files for conversion from Adobe FrameMaker to DocBook XML for four manuals and oversaw technical XML cleaning of four other manuals.
- Completely rewrote new installation guide for updated Red Hat Directory Server installation process.
- Wrote new manual and wiki content for related server web applications Hat Directory Server.
- Edited and clarified multi-version migration guide for Red Hat Certificate System.

[ April 2006 to Present ] [ Position Research, Inc. ] [ Escondido, California ]  
[ *Freelance Writer* ]

- Creatively develop, research, and write web page content for client's web filtering and online products for 15 microsites and a total of 75 pages.
- Write and research SEO and content-rich articles on a variety of technical topics as requested. Frequently involves interviews and independent research.
- Cultivate and write press releases and marketing material to aid in SEO campaigns.
- Work with multiple clients for consistent, monthly writing assignments according to recurring deadlines. Proactively help with topic development and research in tandem with customer needs.

[ August 2007 to Present ] [ Greenline Energy, LLC. ] [ Escondido, California ]  
[ *Freelance Writer* ]

- Creatively develop, research, and write web page content for alternative energy products and concepts.
- Develop topics, research, and write white papers on technical clean energy issues for a general business audience. Includes independent research as well as production graphic design for photos, relevant diagrams, and page layout design.
- Design contemporary, clean-lined, and professional PowerPoint templates.

[ November 2006 to March 2008 ] [ Red Hat, Inc. ] [ Raleigh, North Carolina ]  
[ *Technical Writer, Contract -- Red Hat Command Center* ]

- Designed HTML and PDF layouts and wrote content for marketing- and technical-oriented quick start guide for fast service implementation and setup.
- Created new 50-page installation and management manual for new software appliance and new 10-page quick start guide to improve the customer installation and setup experience. This included creating new graphics, flow charts, and screen captures.
- Rewrote all existing documentation, as well updating diagrams and other images.
- Collaborated in creating and editing marketing materials, whitepapers, and other support documentation.
- Converted 550 pages of documentation to XML DocBook formatting from Adobe FrameMaker.
- Edited and updated all text to company standards and added new feature

information.

- Edited white papers and marketing materials to position the product.
- Created help files for integration with the user interface; including editing XSLT style sheets.

[ October 2006 to January 2007, October 2007 to November 2007, January 2008 to February 2008 ] [ VEXIS Systems, Inc. ] [ Tulsa, Oklahoma ]

[ *Technical Writer, Contract* ]

- Wrote new 60-page user manual for a new web-based user interface and IVR system analysis component.
- Rewrote and edited 60-page installation manual.
- Edited and updated other end-user documentation.
- Designed new covers for new user documentation.

[ May 2006 to November 2006 ] [ Red Hat, Inc. ] [ Mountain View, California ]

[ *Technical Writer, Contract -- Red Hat Certificate System* ]

- Cleaned up the XML formatting for nearly 900 pages of documentation.
- Edited, rearranged, and rewrote all existing documentation, as well as added new sections and updating existing sections.

Rewrote a 20-page user guide for a local client application.

[ December 2005 to January 2007 ] [ Business Information Agency, Inc. ]

[ Arlington, Virginia/Moscow, Russia ]

[ *Project Editor* ]

- Designed 20-page catalog for consulting and services for Western companies to begin doing business in Russia.
- Designed and edited multiple advertising fliers for different audiences and conferences.
- Edited numerous catalogs, fliers, business correspondence, presentations, and publications for style, grammar, and content.
- Edited the titles and descriptions of nearly 100 published titles for BIA's online store listings.
- Designed and edited web pages.
- Produced 6 HTML-based e-newsletters, created the graphics and layout design, and edited the content for accuracy, consistency, and style.

[ December 2005 to Present ] [ Excel Energies Technologies, via Rowland Group, LLC. ] [ Tulsa, Oklahoma ]

[ *Technical Writer* ]

- Created two manuals for physical HVAC-management system installation and operating the web application; created layout and content for over 225 pages of end-user documentation.
- Created test plans for and tested the web application software product manually.

[ June 2004 to August 2005 ] [ Bozeman Pass, Inc. ] [ Livingston, Montana ]

[ *Technical Writer* ]

- Added more than 150 pages of new documentation, covering twelve new features and two versions, for end-user manuals for enterprise-level server software.

- Updated, “rebranded,” and edited almost 2500 pages of documentation through two software releases, including converting them to PDF with Adobe Acrobat and to HTML using WebWorks Standard (and gVim text editor).
- Tested the software product manually through the beta and RTM test cycles; created manual test plans for new features.

[ October 2003 to November 2004 ] [ Bozeman Daily Chronicle ] [ Bozeman, Montana ]

[ *Reporter* ]

- Wrote all articles in the 20-page Christmas 2004 advertising insert.
- Developed stories, coordinated interviews, and cultivated contacts in city/county government and local organizations to write government, feature, and news stories. Additionally covered the arts, including local theater and musicians, and local schools.

[ October 2002 to April 2003 ] [ Park County Weekly ] [ Livingston, Montana ]

[ *Reporter/Photographer* ]

- Won award from Montana Newspaper Association for short feature writing, 2003.
- Wrote all articles in, sold all advertising in, and acquired all photography and artwork in the 12-page bridal insert in January 2003.
- Developed stories, coordinated interviews, and cultivated contacts in city/county government and local organizations to write government, feature, and news stories. Additionally covered the arts, including local theater, musicians, authors, and artists, and local schools.
- Weekly proofread and edited paper.
- Photographed subjects using 35 mm camera, and acquired photos and artwork whenever necessary.
- Sold column and classified advertising for the regular paper and special sections.

---

## EDUCATION

[ Graduated May 2002 ] [ East Central University ] [ Ada, Oklahoma ]  
 [ *Bachelor's of Arts in English, minors in chemistry and Spanish; Overall GPA 4.0/4.0* ]

- Graduated with highest honors
- One of the Top Ten Seniors, 2002
- Won awards for achievement in chemistry, 2001, 2002
- Won best essay, best senior portfolio, and Paul Hughes Award for writing (first place) from the English Department, 2002
- Beatrice Wisheart Award for Spanish, 2002
- National Merit Scholar, Oklahoma State Regents' Scholar 1998-2002

---

## PROFESSIONAL MEMBERSHIPS

Member, Society for Technical Communication, 2006, 2007, 2008  
 Oklahoma Chapter STC Nominating Committee, 2008

---

## REFERENCES

Bob Lord, Vice President, Identity Management  
Red Hat, Inc.  
Work phone: (650)567-9039  
E-mail: [blord@redhat.com](mailto:blord@redhat.com)

David and Jacqueline Boreham, Owners  
Bozeman Pass, Inc., Livingston, Montana  
Work phone: (406)222-7093  
Email: [david@bozemanpass.com](mailto:david@bozemanpass.com); [jacqueline@bozemanpass.com](mailto:jacqueline@bozemanpass.com)

Dan Chesnet, Sports Editor  
*Belgrade News*, Belgrade, Montana  
Work phone: (406)388-5101  
E-mail: [dchesnet@belgrade-news.com](mailto:dchesnet@belgrade-news.com)

Paul Hildebrand, Vice President  
Excel Energy Technologies  
Work phone: (918)585-5000  
E-mail: [paul.hildebrand@excel-energy.com](mailto:paul.hildebrand@excel-energy.com)