

Summary

- Six years with the California State Assembly, with achievements in policy and service.
- Fourteen years in the technology sector as a writer, designer, and manager.

Employment

- 2003-2009 **District Director**, California State Assembly
 Managed the district office of Assembly Speaker pro Tempore Sally Lieber. Responsible for maintaining the speaker pro tempore's presence in the 22nd assembly district.
- Hired and supervised field representatives, policy consultants, schedulers, and interns.
 - Researched policy issues. Gathered legislative input from constituents, organizations, and officials.
 - Supervised and conducted constituent casework.
 - Wrote speeches, letters, resolutions, press releases and handouts.
 - Represented the speaker pro tem at meetings and events. Addressed organizations, grass-roots groups, boards, hearings, and classes.
 - Received formal training in the legislative process, the California budget process, legislative ethics, and management.
 - Served in 2009 as a field representative in a transitional role for incoming assemblymember Paul Fong.
- 1996-2000 **Technical Publications Consultant**
and
 2002-2003 Clients included Adobe, Philips, Acuson, Infoseek, Global Village, WebTV, Unwired Planet, and more.
- Wrote and edited user guides, training materials, and web pages.
 - Managed and recruited technical publications professionals.
 - Developed policies, procedures, templates, and style guides.
- 2000-2002 **Manager, User Interface Design**, BeVocal, Inc.
 Managed voice user interface design and usability testing for BeVocal's voice portal. Cofounded the department; recruited and managed writers, designers, and testers; defined the cross-functional design process; oversaw the definition of evolving design standards and principles. Responsible for the overall user experience, including call flow, interaction design, scripting, character development, and human factors.
- 1995-1996 **Director of Information Development**, Infoseek Corporation
 Founded and managed the publications group. Hired and supervised writers, editors, HTML developers, web site reviewers, and database developers. Established the directory of web sites.
- 1991-1995 **Writing Manager**, Frame Technology (now Adobe Systems)
- 1989-1991 **Technical Writer**, Sun Microsystems, Workstation and System Servers Organization

Other Experience

- 2008 Guest lecturer, San Jose State University Justice Studies Department
- 1998 Manager of a successful campaign for local elected office.
- 1997 Coeditor of the bilingual book *Cuentos de el Día de los Muertos (Day of the Dead Folk Tales)*.

Education

- 1987 B.A. in philosophy, University of Utah