



# Catherine A. Jefferson

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## Objective

**Technical writing and editing contracts with an Internet, science or engineering company or organization.**

## Summary of Qualifications

- *Experienced technical writer and editor.* Twenty-five years experience writing, editing, illustrating, and producing technical documentation for a broad range of companies in the science and technology fields.
- *Longtime professional and personal interest in scientific and engineering research,* and cutting edge industries that make use of that research.
- *Thoroughly experienced in the anti-malware, anti-spam, and network security fields.* Have worked in the anti-virus, anti-malware, anti-spam, and internet security fields for over two decades.

## Relevant Experience

### *Principal Technical Writer*

**JEFFERSON TECHNICAL COMMUNICATIONS, Reno, NV**

**October 2014-Present**

- Chief developer and founding partner of Koli-Löks OÜ, a provider of security-related information and intelligence. Developed and maintain the Koli-Löks SIS feedback loop service, a near-real-time early warning system for companies that need to monitor email and web activity on their networks.
- Developer and owner of SpamBouncer, an antispam filtering and spam analysis project. SpamBouncer provides software and a platform to manage collections of spamtraps, email addresses that are used by anti-malware and anti-spam organizations to collect information about spam and abuse on the Internet.
- Develop and write documentation for Spamhaus Technology Ltd (SpamTEQ). Work includes data sheets, implementation guides, technical reference manuals and API reference guides. Documentation is single-sourced, with output to web and print.
- Develop and write documentation for SecurityZones, reseller of threat prevention and security data from a number of companies.

### *Lead Technical Writer*

#### **Networking & Cloud Group**

**CITRIX SYSTEMS, INC., Santa Clara, CA**

**November 2005-September 2014**

- Wrote and maintained the documentation for the Citrix Application Firewall. Maintained the Application Firewall documentation set from acquisition of Teros until I left Citrix.
- Wrote and maintained the documentation for the security features of the Citrix NetScaler. Maintained the NetScaler security documentation set from 2007 until I left Citrix.
- Converted several guides from legacy FrameMaker format to the document information type architecture (DITA) platform for single sourcing.
- Rewrote several guides for other NetScaler features, including load balancing, GSLB, and content switching.



***Principal Technical Writer***

**TEROS, INC., Sunnyvale, CA**

***February 2002-November 2005***

- Wrote the initial Teros Application Protection System (APS) documentation, and maintained and expanded it through three years of product development and growth.
- Managed all parts of the documentation process including production of web-based online help, PDF and printed manuals.

***Senior Technical Writer (Contract)***

**CLOSEDLOOP SOLUTIONS, INC., San Carlos, CA**

***August 2000-July 2001***

- Developed online help for three web-based financial applications.
- Developed single source documentation system using Adobe FrameMaker+SGML for web-based and PDF output.

***Senior Technical Writer***

**SIEBEL SYSTEMS, San Mateo, CA**

***April 1999-July 2000***

- Wrote and maintained documentation for the Siebel Customer Relationship Management (CRM) platform.

***Senior Technical Editor and Webmaster***

**VARIAN ASSOCIATES, Oncology Systems, Palo Alto, CA**

***January 1995-February 1999***

- Wrote and maintained the *VARIIS Link Programming Guide* to Varian's flagship information systems product.
- Maintained documentation for Varian's Clinac® linear accelerators.
- Developed original World Wide Web site for Oncology Systems and maintained it for four years.

***Technical Writer & Editor***

**PACIFIC GAS & ELECTRIC COMPANY (PG&E)**

**Research & Development, San Ramon, CA**

***January 1992-December 1994***

- Edited and produced the *Distributed Utility Application Project report*.
- Edited and produced several reports for the Solar and Distributed Technologies group.

***Technical Writer & Editor***

**Catherine Hampton Consulting, Walnut Creek, CA**

***January 1990-December 1991***

- Wrote, edited and produced analyses and engineering reports for US Windpower Corporation (a manufacturer of wind turbines) in Livermore, CA.
- Edited and produced engineering and product development documentation for several environmental engineering firms in Contra Costa County and San Francisco, California.
- Edited and produced documentation for healthcare management system at John Muir Medical Center, Walnut Creek, CA.

**Education**

- *Bachelor of Arts in German Literature*, 1983. Reed College, Portland, Oregon.