

Claudia Mazzie–Ballheim

14944 73rd Ave NE
Kenmore WA 98028

mazzie_ballheim@hotmail.com

Editor/Writer Freelance, 1999–present

Provide a range of editing and writing services to individuals, small businesses, and nonprofit organizations. Clients include MGS Consulting, Microsoft Corp., and St. Thomas Church, Medina, WA.

Microsoft Corp., Access User Education, 1992–1994

As **Lead Editor**, organized the content and navigation for online and printed language references. Created a plan for overhauling the company-wide style committee and revising the update process for the corporate style guide.

Aster Publishing, LC/GC Magazine, Eugene OR, 1990–1991

As **Associate Editor**, managed the production of a monthly scientific trade journal (60,000 circulation). Edited articles for content, style, grammar and usage.

Web Designer Mazzba Productions, 2000–present

Owner of a Web design company that creates and manages websites for small businesses and nonprofit organizations. (See portfolio on www.mazzba.com.)

Manager Microsoft Corp., 1994–2000

As **Content Manager** for the Technical Internal Education Group, oversaw the online and print content produced by an 80-person group responsible for training ~18,000 employees. Managed all content and production of a monthly webzine for product development employees.

As **Senior Producer** for the OfficeUpdate website, created initial the content plan, solicited downloads, led the editorial team, and negotiated deals with external and internal partners. Site popularity increased from ~750,000 to 1.7 million registered users (the third most popular site on www.microsoft.com).

As **Documentation Manager**, led a large team creating content for Microsoft Access, including online assistance, print documentation, sample applications, an online book, and Web articles.

Instructor Bellevue Community College, 2000–2005

Taught technical writing, editing, and grammar courses to professional students in the Technical Communications certificate program. Developed a new course on Web content design with an online component.

Microsoft Corp., 2000–2002

As vendor, developed and taught two Web design courses to employees on the Redmond and Reno campuses: “Writing and Editing for the Web” and “Planning Effective Web Content.”

OVER →

Lane Community College, Eugene OR, 1989–1990

Taught English grammar and composition.

University of Pennsylvania, Philadelphia PA, 1986–1987

Taught English grammar and composition. Teaching assistant for an introductory linguistics course.

Education M.A. (A.B.D.) in **Linguistics**, 1988, University of Pennsylvania.
B.A. with Honors in Linguistics and Psychology, 1983, University of Oregon,
Summa Cum Laude, Phi Beta Kappa.

Awards Society for Technical Communication awards—International Excellence (Access Web tutorial, 1996), Distinguished (Access v. 2.0 Help, 1994), Excellence (Access 95 Help, 1995). Annenberg Fellowship (4-year), University of Pennsylvania, 1984.

Volunteer **Hopelink, Bellevue WA, 2003-2004**
Tutor clients one-on-one on computer applications (Microsoft Word, Excel, PowerPoint) and the Internet.

St. Andrew's Housing Group, Bellevue WA, 2002–2003

As Faculty Advisor, oversaw a team of BCC students who designed and produced publications for the annual charity auction.

Software Adobe PhotoShop and ImageReady, Adobe Acrobat, Envolution and MD-Pro (open-source content management systems), Microsoft Office XP (Excel, FrontPage, Outlook, PowerPoint, Publisher, Word), Microsoft Windows XP.

List of publications, portfolio, and references available upon request.