Melanie Henry

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Summary

Quality-minded editor and PMP-certified project manager with 15 years of project management and web experience and 20+ years in technical documentation.

- **Proficient at bringing the highest standards to bear** given intense time pressure and multiple high-priority projects. Expert at planning, scheduling, and executing projects on deadline with budgeted resources.

- **Exceptional at creating new processes;** delight in supporting a team with strong yet flexible solutions.

- **Superb people skills;** excellent at working with difficult people and in complex, high-stress situations; outstanding at verbal and written communication. Veteran mentor of early-career employees.

- **Deeply experienced with highly technical projects;** proficient with such tools as project management software (Microsoft Project), CRM systems, source control systems, and databases.

- **High-profile achievements include:**
  - Project management for voiceover, documentation, and in-game writing on Gears of War 1–3 ($1 billion Xbox/Xbox 360 game franchise) and Age of Empires Online (online game in 20-million-selling franchise).
  - Project management work on Microsoft Communications Protocol Program (MCPP) and Microsoft Work Group Server Protocol Program Specification to update and bring print documentation online, hit court-ordered deadlines, and prevent additional fines in a $2 billion–plus European Union case.

Recent Experience

2012–present
Contract editor/writer, editorial consultant, project manager, and content producer.

Contract web and print curriculum editor with project management duties for Committee for Children. Edited content and performed support project management for international nonprofit's websites and curricula.
- Managed asset collection for SecondStep.org version 2, overseeing two people's work. Reviewed hundreds of hours of raw video to choose site video and stills, working with curriculum developers and video team.
- Edited, laid out, and placed content and art for hundreds of web pages in Telerik Editor/Sitefinity CMS.
- Edited and reformatted PDF publications; edited curricula. Chose stock photos for web, online training.

Contract editorial and project management consultant for Blizzard Entertainment. Evaluated editing project management, staffing, process, and style guides for Creative Development group.
- Mentored editor regarding project management and editing metrics; made recommendations on staffing.
- Evaluated current editor's work, wrote summary of strengths and weaknesses. Reviewed lore style guides.

Contract technical writer and editor for Microsoft Corporation. For thousands of errors, messages, and events for Windows Azure, SQL Server, Internet Information Services, and related technologies:
- Located and listed in XML format all published documentation and pertinent third-party discussions.
- From these sources, compiled comprehensive documentation to capture solutions and related questions.

Content and social media producer for Harebrained Schemes, startup developing mobile and tablet games.
- Created and executed on bare-bones social media plan; designed messaging for games and game modules.

2006–2011
Narrative (content) producer, web managing editor, and lead editor for Microsoft Studios (formerly Microsoft Game Studios) for multiple Kinect, Xbox 360, PC, and mobile game titles.

Production (project management):
- Set up content pipelines and kept work on schedule, including system to check voice files against script, for hundreds of thousands of voiceover words for Gears of War; set up similar systems for other projects.
- Directed and managed multiple web and game writing/editing projects from start to finish, meeting schedules of 25,000 words/2500 voiceover lines and more per week for certain games.
- Created and executed to multiple web and game content project plans and schedules. With stakeholders, defined project scope, goals, deliverables. Managed web, voiceover, in-game, manual content handoffs.
- Staffed and oversaw work of contractors. Presented for team to outside game developers.
- Tracked milestones; signed off on deliverables. Reported progress, status; wrote requirements documentation. Ran project post-mortems; wrote recommendations. Managed project communications.
- Oversaw voiceover sessions to track process, script changes, and fidelity to IP and writer's voice.

Editing, mentorship, and standards compliance work:
- Mentored staff in project management and editing; determined and taught best practices.
- For multiple internally and externally developed web pages and print and online manuals, created specs, scheduled work, managed work of writers, co-created page design, and edited copy.
- Wrote process documentation and marketing copy. Reviewed flow for web and game interfaces.
- Screened web and game art, text, and audio for legal, privacy, ratings, and global awareness issues; worked closely with teams and subject-matter experts to meet best practices while maintaining quality.
- Created profanity filter for Gears of War 2; reworked profanity filter for Age of Empires Online.

2005–2006
Contract project manager and technical editor for Microsoft Game Studios. Lead editor, editorial project manager for the massively multiplayer online role-playing PC game Vanguard: Saga of Heroes.
- With programmer, designed web-based database tool for text handoffs from developer and to localization.
- Coordinated editors to edit 25,000 words of in-game text per editor per week, totaling 500,000+ words.
- Created and managed schedules; wrote specs, process documentation. Edited website, game, manual.

2004–2005
Contract project manager and programmer editor for Microsoft Corporation. For Microsoft Communications Protocol Program (MCPP) and Microsoft Work Group Server Protocol Program Specification, led process for updating and bringing online print documentation for protocol programmers.
- Created and managed schedules; met deadlines driven by court order. Scoped work; trained writers.
- Edited, proofed text. Wrote boilerplate and portal pages; proofed code samples.

2004
Contract programmer editor for Microsoft Corporation. Editor for Xenon Software Development Kit (XDK), Web Services documentation, and technical white papers on Xbox Central website.
- Created white-paper template and project style sheet; worked on improving reference page format.
- Edited, proofed text; proofed code samples. Tagged text to group's XML schema; formatted web art.

2003
Contract project manager and technical editor for Microsoft Game Studios. For documentation and all in-game text for the Xbox game Counter-Strike, led writing and editing team and managed work.
- Scoped project; created and managed schedule, documentation spec. Helped plan user interface, tutorial.
- Mentored writer. Edited, proofed text; worked with legal, global awareness groups to meet best practices.

Related Experience

Marketing specialist, fOarwards, 1995. Wrote brochure, fact sheets for forward-facing rowing device.

Circulation manager for MacTech Journal, a magazine for Macintosh developers, 1991. Created and managed circulation budget. Planned circulation promotions; worked with printer and mailing house.

Marketing communications, public relations specialist for Quicksoft, makers of the word processor PC-Write, 1986–1989. Helped plan public relations campaign and set up press tour; placed positive reviews; presented to software writers; worked trade shows. Wrote catalogs, brochures, press releases.

Presentations
- **The Editor: A Writer's Secret Weapon,** GDC Online Game Narrative Summit, October 2011: How an editor and content producer supports games.
- **How to Swear,** with Wendy Despain, IGDA Summit, July 2011: Effective, idiomatic swearing for games.
- **Game Writing 101,** panel moderator, Hugo House, January 2008: How to write for games.

Education and Skills
- **Project Management Professional certificate,** July 2013.
- **Bachelor's of Journalism degree,** University of Missouri-Columbia School of Journalism, December 1984. Project management and Visual Basic classes at Microsoft; programming classes in college.
- **Software skills** include deep working knowledge of Microsoft Windows, Office, Adobe InCopy/InDesign, Xbox 360, Kinect; working knowledge of Microsoft Project, Sitefinity CMS, Telerik Editor, Ektron CMS, Adobe PhotoShop, Visual Basic, Unreal Engine, Team Foundation Server, Source Depot, Perforce, Subversion, SharePoint, Blast Radius XMetaL Author, XML, HTML, CSS. Comfortable learning new tools.
- **Proofreading knowledge** of C, C++, and Visual Basic; experience with C#.