Summary Resume

Name:
Cynthia A. Lockley

Current Position:
Retired. Volunteer Web Diva

Location:
Adelphi, MD; Washington, D.C. metropolitan area

Contact Information:
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Career Synopsis

I have over 40 years of experience in technical communication with various companies and universities both in the States and Europe (France and Germany). I am an award-winning, versatile business communicator with hands-on experience in managing, writing, editing, designing, and publishing award-winning World Wide Web (WWW) pages for Internet and intranet use and with software and hardware documentation for commercial and military use. I have hands-on team leadership and management experience in a variety of fields such as research and development, engineering manufacturing, and education. I did not have formal training or take a degree program to learn the skills that brought me to where I am today. In almost all my jobs, I learned the skills on the job and developed the job into the position I eventually held. What I do today is the combined result of learned skills and experience from various jobs I've had in the past. I am currently retired. Before my retirement, I was working part-time as the Marketing and Communications Web Developer and technical editor for the Systems Solutions business unit of General Dynamics Advanced Information Systems in Arlington, Virginia. I have worked as a consultant for Andersen Consulting Technology Park in Sophia Antipolis, France for 5 1/2 weeks in 1998 as the result of making a new friend at an STC conference in 1984. The consulting job in France came about because I had taught myself HTML coding in 1994 when IBM decided to close the Bethesda lab. With this new skill, I was able to stay with IBM in a new capacity as an Advisory Information Developer with the IBM Internet Division in Falls Church, Virginia. From 1995 through 1996, I was a member of the Web Page Team in Marketing Technical Solutions and had previously been the team lead for Information Development for infoMarket. I joined IBM in 1988 as a Senior Information Developer and Documentation Planner for the IBM ImagePlus products for the MVS/ESA, OS/2, and VisualInfo platforms. While at IBM, I convinced my managers that the Apple Macintosh was the best tool for Web page graphics. I also worked with the Microsoft Windows 95 operating systems and applications. In 1994 I increased my participation in STC activities by volunteering to be the Public Relations Committee Manager for the 1995 Annual Conference in Washington, DC. From that point on, I've held many positions on the WDC Chapter's Administrative Council as a member, manager, and officer of the chapter as well as serving STC at the regional and international levels.

Before coming to IBM, I was an Assistant Project Director under Dr. Ginny Redish with the American Institutes for Research Document Design Center in Georgetown from 1985 through 1988. While there, I worked with software documentation projects and usability testing projects. From 1970 through 1985, I was the Section Head of Engineering Documentation for The Singer Company, Link Simulation Systems Division, in Silver Spring, Maryland (and took over as the Department Manager for 2 sections during a 9-month reassignment of manager's tasks for an important contract). I created the software technical writing department in Military Engineering, wrote the corporate style guide, and influenced changes that were incorporated into some military specifications we used. I introduced pseudo code to the Naval Training Equipment Center customers we worked with to improve the documentation process and technical content and to replace the many pages of flowcharts (some with uniquely original symbols made up by individual engineers). In creating the department, I developed job descriptions and created a career path for typists and editors to learn new skills and develop into word processors, technical production specialists, and technical writers. It was a challenging yet interesting time creating professional jobs for English majors and typists in an engineering and manufacturing environment. While at Singer, I completed a degree program for my B.S. in Information Systems Management that I'd begun while working for CSC. This gave me greater acceptance and credentials for the engineering and manufacturing environment.

Cynthia A. Lockley

I attended my first STC conference at the 1984 conference in Seattle. The paper I was going to present had to be withdrawn when my company decided that there was no merit in proposing ideas for the use of recorded voice in technical applications. JoAnn Hackos was the Stem Manager and I gladly accepted her invitation to be the panel moderator for an online editing session instead. This is also the conference where I made the new friend who eventually invited me to work with her as a consultant in France in 1998. Before joining the Singer Company, I worked as a Documentation Specialist for the Computer Sciences Corporation from 1974 through 1979 on contracts with NASA Goddard Space Flight Center. My initial job with CSC was as a self-taught Mechanical and Electrical Draftsperson and Supervisor on the Landsat project. From there, I developed into a Configuration Management Secretary, FORTRAN programmer, and documentation specialist working on technical reports and documentation projects. I learned about STC while I was working at CSC and joined the Society in 1979.

While studying for my B.A. in English, I learned many technical skills working my way through college as a Physics Lab Technician in the Physics and Materials Sciences departments at the University of Utah and as a Chemistry Laboratory Technician for the Institut für Chemische Technik at the University of Karlsruhe in Karlsruhe, Germany. I became a skilled worker in setting up equipment, soldering electronic circuits, conducting experiments in solid state physics, and building equipment in the machine shop. I was the first woman they had ever allowed to learn how to work in the machine shop and I surpassed many of the graduate students and professors. These skills helped me get the job permit for a summer job in Germany, which turned into a 7-month job when they asked me to stay and continue the work I was doing on a project for a professor there. While in Germany, I ran experiments, documented results, coded programming sheets, and provided translations from technical German into English for papers and reports to NATO for the department. When I returned from Germany to complete my degree, I continued picking up more technical skills as a lab technician in the Physics department and then picked up technical illustration skills because they needed a replacement for the previous illustrator who was relocating to Brazil. She showed me how to use the templates and clean the pens. This grew into developing a position at the university as the Graphics Arts Director for the Physics Department that supported the Physics, Astronomy, Materials Sciences, Biology, and Chemistry departments. I provided technical illustrations and slides for papers and presentations. I also learned how to use the dark room and began teaching the graduate students and professors how to use the dark room to develop and print film. At times when I needed to supplement my income, I held other part-time jobs in other areas (director of a new drug rehabilitation program I helped bring to SLC, production line worker and electroplater in a jewelry factory, and a dish washer and dietary aid in the Clinical Research Kitchen for the University of Utah, Medical Research Center). While these jobs were not in the fields of technical communication, they did provide me with extra experience in research, manufacturing, and management not normally gained with an English degree.

Length of Career in Technical Communication Profession: over 40 years

1. Professional Experience

1997 to 2006. Marketing and Communications Web Developer for General Dynamics Advanced Information Systems (GDAIS) Systems Solutions in Rosslyn, Virginia (formerly Veridian Systems Division, formerly Pacific Sierra Research). This entailed site design and maintenance, coding, and graphics design. I also did technical editing and created flyers for special internal projects.

1998 (6 weeks). Consultant with the Technical Integration Services (TIS) EMEAI (Europe, Middle East, Africa, and India) Information Development Services for Andersen Consulting (now Accenture) in Sophia Antipolis, France. I wrote and edited white papers and executive summaries, assisted with translation of technical reports into English, and provided training on Web page development.

1988 to 1996. I was a Senior and an Advisory Information Developer with IBM Corporation. From 1995 through 1996, I was an Advisory Information Developer with the IBM Internet Division. I was a member of the Web Page Team in Marketing Technical Solutions, team lead for Information Development for the IBM infoMarket technical documentation, and a member of the matrixed World Wide Web Page Team. I wrote and edited HTML pages for the World Wide Web (WWW), edited and reviewed marketing and technical documentation, and tested function and presentation of the Web pages. From 1988 to 1995, I was a Senior Information Development (ID) Planner, lead technical writer, and editor on several computer documentation projects for ImagePlus platforms (client/server, AIX/6000, MVS/ESA, AS/400, and System/36). As an ID Planner, I designed the libraries for each project, planed the schedules, tracked and managed tasks, coordinated the vendors and writers, and performed the functions of the Lead Writer, Vendor Coordinator, and Technical Editor for each project. I edited the 1994 IBM Internal Malcolm Baldrige quality assessment. I maintained the softcopy for the CD-ROM collection kit. I provided consultation and training to others on how to use HTML, BookMaster (a text markup language), personal computers, and

printers. I was a member of the 1992 ImagePlus Development Migration Support Team and several process committees.

I also worked as a project manager for several projects and was responsible for terminology control for the Bethesda lab. I coordinated the reviews of terminology for ImagePlus and other Lab projects for ID. I was a member of the IBM International Terminology Coordinators Board and submitted approved entries to the "IBM Dictionary of Computing," 1994 edition, McGraw Hill. I analyzed and established procedures and standards for the Information Development department and I created a collection of poetry and creative writing articles about the IBM ImagePlus project, for which I was the primary author. Engineers and programmers also contributed. The collection began when the Project Manager asked me to create a "successful-program-year's-end" poem for a banquet.

I also supported the ImagePlus Planning department. I led the hardware and software Currency Project for the ImagePlus MVS/ESA platform. I was responsible for the ImagePlus MVS/ESA platform's User-Based Pricing planning work and documentation. I also coordinated and edited a newsletter from the Product Manager for the ImagePlus Customer Satisfaction Department. I was the administrator for two tools-run conference disks for development and provided assistance to others interested in setting up and running conference disks. I monitored and participated in forums on a variety of IBM conference disks.

1994 to present. I work as a freelance part-time (both paid and volunteer work) Web Designer and consultant for various clients.

1985 through 1988. I worked as a Communications Specialist for the American Institutes for Research (AIR) Document Design Center (DDC) in Washington, D.C. I was an Assistant Project Director, Senior Editor, and Technical Writer on many of the computer documentation projects for the Document Design Center under Dr. Ginny Redish. I assisted the Associate Director of the DDC with management tasks; I also provided technical assistance and training to the DDC staff on the IBM personal computer, peripheral equipment, and application software packages. I maintained network communications for AIR with the IBM Information Network in Tampa, Florida. I worked on software documentation projects for IBM's Information Exchange/expEDIte, DisplayWrite/370, COBOL, Personal Services/CICS, Personal Services/TSO, and Application System for various IBM divisions in Tampa, FL; Bethesda, MD; Boca Raton, FL; Research Triangle Park, NC; and Warwick, England.

1979 to 1985. I worked for six years with The Singer Company Link Simulation Systems Division (SSD) in Silver Spring, Maryland. I held positions as a Documentation Specialist, Supervisor, and Section Head (Manager) of Engineering Documentation for Military Products Engineering. I established and managed the Technical Writing Section for software and engineering documentation for antisubmarine warfare and other military product training devices for contracts with the Naval Technical Training Equipment Center (NTEC) in Orlando, Florida. I developed and wrote corporate procedures and guidelines, and technical documentation. I also served as the Acting Department Manager of Engineering Documentation and Software Configuration Control in Military Products Engineering during a reassignment of manager's tasks for a 9-month period.

1974 to 1979. I was an Engineering Analyst, Electrical and Mechanical Draftsperson and Supervisor, and Documentation Specialist for the Computer Sciences Corporation in Silver Spring, Maryland. This work was connected to contracts with NASA Goddard Space Flight Center, Greenbelt, Maryland. As a Documentation Specialist (1977-1979), I was assigned to the Orbit Operation Technical Area of CSC, where I provided documentation and technical analysis support for the Operations and System Support Department. I researched, wrote, and maintained user and technical manuals for several satellite tracking systems and, as the Quality Assurance Reviewer, edited all reports produced by the department. I was Task Leader for the documentation of the Real-Time Space Shuttle software support and of the GSFC Operations Support Computing Division's catalog of standard products and routine services.

As an Engineering Analyst (1974-1977), I was assigned to the Quality Assurance Department of Computer Sciences-Technicolor Associates for the Landsat Project. This contract was with the Image Processing Department of NASA Goddard Space Flight Center. In this position, I served as the Quality Assurance Engineering Drafting supervisor, Electrical and Mechanical Draftsperson, and the Configuration Control Board Secretary for the Landsat Project and the Earth Resources Technology Satellite (ERTS) Project. I also edited and incorporated software configuration changes into technical manuals, related documentation, and into mechanical and electrical drawings. I was responsible for the development, programming, and documentation of a computerized engineering drawing and documentation control system, and initiated a substantial cost reduction program for reviewing and restoring old engineering drawings and microfilm. I was the Health and Safety representative for the Landsat Project and was the Fire Warden for the floor.

1974. I worked as a Technical Illustrator for the Department of Physics and Astronomy at the University of Maryland in College Park. I had just relocated to the Washington, DC area and took this job while I looked for other work.

1972 through 1973. I was the Graphic Arts Director and a Laboratory Technician for the Physics Department at the University of Utah in Salt Lake City. While assisting several solid state research physicists with their experiments in the lab (doing infrared spectroscopy; crystal cutting, etching, and polishing; and preparing helium transfer experiments) I also learned technical illustrating so I could step in for the person who had been the illustrator for the department. I subsequently expanded the illustrating skills into a graphic arts service for the Physics Department and also for the Astronomy, Chemistry, Biology, and Materials Sciences departments at the university. I supervised, improved, and maintained the darkroom and graphic arts facilities and instructed the Physics Department graduate students on the use of the darkroom to develop film and make prints.

1971. I worked as a Laboratory Technician for the Institut für Chemische Technik at the University of Karlsruhe in Karlsruhe, Germany. I did ultraviolet spectroscopy for the examination of aromatics and pitches, carbonized pitches, measured the electrical resistance during the carbonization of pitches and the thermosetting of resins at a constant heating rate, and did differential thermal analysis for pitches and resins. I also edited, proofed, and translated scientific papers and reports into English for publication in British and American journals and for NATO.

1966 to 1971. While a university student (1965-1971), I financed 100% of my college education for my B.A. in English and my living expenses by working part-time jobs doing experimental solid state physics lab work and technical analysis of metals and ceramics. The physics lab work primarily involved cryogenic work using an electron accelerator; diagram drawing, design, and soldering of electronic circuits; and machine shop work on a lathe, mill, drill press, and acetylene torch welding. I also analyzed and plotted data using an electron microscope; did keypunching of data for computer analysis; and maintained the Physics Department's library.

1965-1970. I held part-time and full-time jobs in other areas. I was the Administrative Assistant and Acting Director of Odyssey House, Inc. (a drug rehabilitation program); a Production Line Worker for the O.C. Tanner Jewelry Company; and a Dietary Aid in the Clinical Research Kitchen for the University of Utah, Medical Research Center.

Volunteer experience. In addition to my professional employment, I am involved in community and professional activities outside work. I've served on the Communication Advisory Committee for the University of Maryland University College Communications Department and I've been an active member of the Board of Directors for Vesta, Inc., a community services organization in Prince George's County, Maryland. I've answered telephones during WETA-TV fundraising drives, March 2000, March 1998, and October 1995.

I am a volunteer Webmaster for two professional organizations (STC and the Association for Women in Communications, Washington, DC Chapter). I was also the editor of *Around the Block*, the monthly newsletter for her neighborhood (Cool Spring Terrace Civic Association in Prince George's County). I currently support the Association by maintaining a portion of my personal website that provides information for the community and puts the newsletter online.

Contributions to the Profession of Technical Communication

I've been a mentor to two chapter members who are interested in learning HTML and helping with the chapter's website. I began developing websites in 1994 and presented a very popular program at a chapter meeting on how to publish a website. I also presented a similar program to College Administrators in the Washington, DC and Maryland areas. I developed many of the definitions for new terminology for ImagePlus and BookManager products and participated in terminology review of new terms for other projects around the world for IBM. I managed the production of over 25 books for various IBM projects. Along with the project management for her projects, I also did technical writing and editing and coordinated all contractors on her projects. While at The Singer Company, I originated the Software Technical Writing Department and was one of the first two female managers in Engineering at the company. I initiated a Style Guide for the company; and provided guidance, training, and encouragement to raise editors and typists up to higher levels of achievement as technical writers and word processors. In creating the new department, I designed job descriptions and career paths. At the end of my time with The Singer Company, I had 14 writers and 20 word processors working in the department.

2. Contributions to the Society for Technical Communication (STC)

Length of Membership in STC or predecessor organizations: 44 years (1979 to 2023)

Local Level:

Awarded a Distinguished SIG Service Award (DSSA)in 2005 for contributions to the success of the STC AccessAbility SIG, from the Board of Directors of the Society for Technical Communication, February 2005. "In recognition of your outstanding leadership qualities as the unparalleled AccessAbility SIG Web Diva, and for your dedication, creativity, and professionalism."

Elected to Fellow in 2004: "For significant contribution to the technical communication profession as a writer, editor, manager, mentor, and webmaster; and for distinguished service to the Society at all levels."

Elected to Associate Fellow in 2002: “For outstanding service as a trailblazer in the use of the World Wide Web for STC communication, for creative promotional materials, and for passionately supporting all people with special needs.”

Awarded a Distinguished Chapter Service Award in 2000: "For exceptional leadership in guiding the Washington, DC chapter into the age of Internet communication."

I’ve served over 28 years on the Administrative Council of the Washington, DC Chapter as:

Director at Large (2018 to present),
WDC Chapter Web Diva (1996 to present)
‘Immediate Past President (2001-2002 and 1999-2000)
Member and Web Diva AccessAbility SIG (2003-2015) and Special Needs Committee (1999-2003
Chapter President (2000-2001 and 1998-1999)
During her terms as chapter president, the chapter was awarded an Award of Excellence at the Annual Conference in 2001 and was nominated for an award in 1999. The chapter was also awarded two $1500 grants for replenishing the chapter's two scholarship funds in 2001. I was instrumental in reestablishing the chapter's Shirley G. Carter Memorial Scholarship.
First Vice President & Programs Committee Manager (1997-1998)
Second Vice President & Competitions Committee Manager (1996-1997)
Competitions Publications Manager (1996 to present)
Employment Committee Assistant Manager responsible for job postings (1996 to present)
Speaker's Bureau Manager (1998 to 2008)
Volunteers Committee Manager (1999)
Public Relations Committee Manager (1995-1996)

I’ve also served the Washington, DC Chapter as:

Judge for online communication competitions and Best of Shows (1995-1999, 2002-2003)
Member of additional committees: History (1999-2001); Newsletter (2000-2003); Public Relations, responsible for the design of all chapter stationary and branding of chapter publications (2000-2003, see Awards)
Competitor in local STC competitions and won five awards: (1994, 1996, 1997, 1998, 1999, 2001)
Speaker at a chapter program that drew over 90 people (1995)
Received the award for Distinguished Journal Article for Phillipa Benson, who could not attend the Detroit conference (1986)
I circulated STC newsletters and documentation to her department members at Singer (1979-1985), which resulted in several becoming members at the time.

Regional Level:

- Member of the Electronic Media Committee and Region 2 Coordinating Webmaster for 13 chapters (1998-2006)
- Web Diva for the Region 2 Director/Sponsor's website (1996 to 2006)
- Nominated to be a candidate for Director-Sponsor of Region 2 (1999)
- Nominated to be a candidate for Director Sponsor of Region 2 (May 1996)

International Level:

- Presenter at STC's 50th Annual Conference in Dallas, Texas.
- Invited to present an STC Telephone Seminar based on the high scores I received as a speaker at STC's 48th Annual Conference in Chicago—I was in the top 25 percent (2001)
- Speaker in the Marathon of Chapter Presidency at the 48th Annual Conference (2000)
- Member of the AccessAbility SIG, Consulting & Independent Contracting SIG, Europe SIG
- My incorporation of the new STC logo into her Chapter and Region 2 Websites was recognized by the Society on Leadership Day as an excellent example for the other chapters.
- The sharing of my expertise with the other Webmasters and my many efforts on the New Media Delivery Systems Committee helping with the transition to the new stc.org site, etc. was greatly appreciated by my fellow chapter Webmasters; Russ Bombardieri (Society Webmaster); and by Dale Erickson, Manager of the New Media Delivery Systems Committee. For example,

  >Were it not for this forum, I wouldn't have received help from Cynthia
  >Lockley at http://www.stcwdc.org/. I gave good advice about using the
  >logo. I've imitated her banner for now (a form of sincere flattery); a web
  >design course comes later.
  >
  >Jan Timmons
  >www.stcalaska.org
- My suggestion to Dale Erickson, Manager of the New Media Delivery Systems Committee, for setting up a chapter Webmasters list was endorsed by the Communications Advisory Committee (COMAC) during a conference call on December 20, 2000. The list was established in the spring of 2001
- My suggestion to the Region 2 Director/Sponsor for improving how to locate STC chapters on the Society website was approved and adopted by the STC Board of Directors in 2000
- Table Host for Webmasters at the Networking Luncheon at STC's 48th Annual Conference (2000)
- Speaker, Chapter Webmasters Panel Discussion, on Leadership Day at the Annual Conference, Chicago, Illinois, 2000
- Table Host for Chapter Webmasters at the Annual Conference, Cincinnati, Ohio, 1999
- Table Host for Web Page Creation and Management at the Annual, Anaheim, CA, 1998
- Special Needs Committee member, now the AccessAbility SIG, and Web Diva (1999 to present)
- New Media Delivery Systems/Electronic Media Committee (1998 to present)
  member, advisor, and Regional Webmaster. Helped maintain the regional stc.org website 1998 through 2001 and wrote the FAQ
- Considered as a candidate for nomination to the STC Nominating Committee (1999)
- Table Host for website design at the Annual Conference for Leadership Day and for the Networking luncheons (1998, 1999, 2000)
- My suggestions to Ellen Fenwick, the Competitions Manager, for improving instructions, forms, and procedures in the competitions were adopted by the committee and incorporated into the Competitions Handbook (1997).
- Public Relations Committee Co-Manager (1994-1995) for the 1995 Annual Conference (co-manager was Astrid Adler)
- Panel Moderator, On-Line Editing, at the 31st International Technical Communication Conference, Seattle, Washington (1984)

3. Contributions to Mentoring

I've mentored two volunteers in HTML. Grace Lewis got an Intern position with the Office of the Chief Information Officer (OCIO) in the Federal Energy Regulatory Commission (FERC) and has been offered a full-time position. Leslie Reed is currently helping with three of my STC websites. I've mentored new Administrative Council members in the chapter including Carolyn Kelley Klinger and I was an active Immediate Past Chapter President giving support

to the new chapter president. At work, I encouraged employees to develop their skills and helped them get assignments that would help them learn new tools. As the manager of a new Technical Writing section, I created and defined new job positions and a career path for people I brought into the section.

4. Professional Activity and Reputation

Affiliations with Other Professional Organizations

- American Association of University Women (1999-2008)
- Association for Women in Communications (AWC) (1988-2003); Washington, AWC-DC Chapter Webmaster (1997-2003)
- University of Maryland University College Communications Studies Advisory Committee (1997-2001)
- Vesta, Inc.; member of the Board of Directors; held offices of Treasurer and Vice Chairman (1992-2002)
- Who's Who Worldwide (1993-1994)
- Women in Information Processing (WIP); lifetime member
- Women of Washington, Inc. (1998-2006)

In addition to the above affiliations, I've also attended and given a presentation to the Innovative Therapies Course Workshop: "Patient experiences of adverse reactions", at the American College of Rheumatology Biologics Meeting, Washington, D.C., April 1997. My doctor asked me to give the presentation based on my own experiences to the committee of doctors, pharmaceutical company representatives, National Institute for Health officers, and others who are studying adverse reactions to medication. It was quite interesting.

After my presentation on Web pages at the December 1995 chapter meeting, an attendee invited me to be an Instructor at George Washington University, Washington, D.C. to teach courses about the World Wide Web, HTML, and the Information Superhighway, June 1996. However, I had to pass because I couldn't work it into my schedule.

5. Presentations, Publications, and Websites

Presentations

Presentation at the STC 51st Annual Conference: "Redesigning the A-SIG Website for Accessibility", Baltimore, Maryland, May 2004.

Presentation at the STC 50th Annual Conference: "Our SIG's "e-Lifelines": Tapping Online Resources to Help Meet Special Needs", Dallas, Texas, May 2003.

Presentation at the STC Europe Leadership Workshop: "The Relationship Between the Region 2 Director/Sponsor's website and the Individual Region 2 Chapter websites", Apeldoorn, The Netherlands, March 2002.

Speaker, "The Marathon of Chapter Presidency", at the 48th Annual Conference, Chicago, Illinois, May 2001.

Table Host, Webmasters, at the Networking Luncheon at STC's 48th Annual Conference, Chicago, Illinois, May 2001.

Speaker, Chapter Webmasters Panel Discussion, on Leadership Day at the 48th Annual Conference, Chicago, Illinois, May 2001.

Table Host, Chapter Webmasters roundtable, at the 46th Annual Conference of the Society for Technical Communication, Cincinnati, Ohio, May 16, 1999.

Table Host, Web Page Creation and Management roundtable, at the 45th Annual Conference of the Society for Technical Communication, Anaheim, CA, May 17, 1998.

Speaker at the Innovative Therapies Course Workshop: "Patient experiences of adverse reactions", at the American College of Rheumatology Biologics Meeting, Washington, D.C., April 1997.

Presentation and workshop session at the ACE-NIPS Conference, University of Maryland University College: "The World Wide Web and How to Get into It", June 14,1996.

Presentation to the Society for Technical Communication Washington, D.C. Chapter: "Home pages and the World Wide Web", December 12, 1995.

Presentation to potential vendors for graphic design, "Copyrights, Trademarks, and IBM Corporate Standards", IBM, Falls Church, Virginia, September 1995.

Presentation to the Image Project: "ImagePlus documentation status", at the IBM SHARE 81 Conference, Washington, D.C., August 1993.

Presentation and documentation workshop: "ImagePlus Publications—Friend or Foe?" at the IBM SHARE 80 Conference, San Francisco, CA, March 1993;

Presentation and documentation workshop: "ImagePlus Publications—Friend or Foe?" at the IBM SHARE 79 Conference, Atlanta, GA, August 1992 with Santo Collura.

Panel Moderator, On-Line Editing, in the Writing and Editing Stem of the 31st International Technical Communication Conference, Seattle, Washington, 1984.

Presentation to Division Managers and Vice Presidents: "Word Processing and Computer Output Microfilm Study", The Singer Company Link Simulation Systems Division, Silver Spring, Maryland, June 1982.

Chairperson, Word Processing and Computer Output Microfilm Study. Singer Link SSD, Silver Spring, Maryland, 1981-1982.

Webography

Accessible Techcomm website, access-techcomm.org, 2015-present.

Washington, DC-Baltimore Chapter website
wdcb.stcwdc.org, 2009-present.

Washington, DC-Baltimore Chapter Competition website
competition.stcwdc.org, 2013-present.

Washington, DC-Baltimore Chapter Events & News website
events.stcwdc.org, 2009-present.

Washington, DC-Baltimore Chapter Jobs website
jobs.stcwdc.org, 2006-present.

Born ABroad website, lockley.net, March 1994-to present.

Botanical Artists for Education & the Environment (BAEE) website, 2015-2018.

Washington, DC Chapter blog, April 2007-2009.

AccessAbility SIG blog, January 2008-2015.

AccessAbility SIG website, August-September 2003-2008.

Various GDAIS product and intranet pages, 2003-2006.

Sally Ride Science Festivals pages, August 2002.

Veridian Telemetry Group website, September 2001.

NOAA NPOESS Satellite text-only website, June 2001.

NOAA NPOESS Satellite website— (code and site design) with Jean Morra and Felicia Miller (content editors), December 2000.

Veridian GREAS Technical Support website, February 1998.

Society for Technical Communication's Special Needs Committee website, March 2000-July 2003.

Françoise Py-MacBeth, ModeFrance French Silk Scarves website, August 1998-2006.

John MacBeth, Canadian Investment Adviser website, January 1998-2010.

Pacific-Sierra Research website—with Bonnie Driggers, April 1997.

Society for Technical Communication Annual Conference, Toronto website (the first STC Conference website). 1997.

Association for Women in Communications Washington, D.C. Chapter website, November 1996-2002.

Society for Technical Communication Region 2 Director Sponsor's website, June 1996-2007.

Society for Technical Communication Washington, D.C. Chapter website.
www.stcwdc.org, March 1995-2008.

Cynthia Lockley Community Services for Adelphi, Maryland website, March 1995-2009.

See https://lockley.net/resume.shtml#WEBOG for sample pages for past websites that are no longer active.

6. Professional Qualifications (Academic or Other), Honors, Awards

Education

- B.A. English, 1972
  University of Utah
- Post-graduate courses, University of Utah,
  Linguistics, TESOL, and Modern Greek, 1972-1973.
- B.S. Information Systems Management, 1982
  University of Maryland University College

Honors and Awards

2022 APEX® Award for Publication Excellence for the Society for Technical Communication Washington, DC-Baltimore (STC WDCB) Chapter's website. Web Diva: Cynthia Lockley.

2020 the WDCB chapter's Chapter Volunteer Achievement award "In recognition of your sustained contributions to the STC WDCB chapter through your shared wisdom, mentorship, and wealth of Web Diva support."

2018 APEX® Award for Publication Excellence for the Society for Technical Communication Washington, DC-Baltimore (STC WDCB) Chapter's website. Web Diva: Cynthia Lockley.

2016 the WDCB chapter's President's Award "For contributing outstanding service and exemplary wisdom in your roles as chapter Web Diva and competition manager."

2015 APEX® Award for Publication Excellence for the STC Washington, DC-Baltimore (WDCB) Chapter website. Web Diva: Cynthia Lockley.

2015 Distinguished Technical Communication award for "American Botanical Paintings: Native Plants of the Mid Atlantic" book. Issued by Society for Technical Communication International Summit Awards (STC ISA). Design adviser and co-editor: Cynthia Lockley.

2015 Merit award for Botanical Artists for Education & the Environment (BAEE) website. Issued by Society for Technical Communication International Summit Awards (STC ISA). Web Diva: Cynthia Lockley.

2015 Distinguished Technical Communication award for the "American Botanical Paintings: Native Plants of the Mid Atlantic" book. Issued by STC Washington, DC-Baltimore (STC WDCB) Chapter. Design adviser and co-editor: Cynthia Lockley.

2015 Distinguished Technical Communication award for Botanical Artists for Education & the Environment (BAEE) website. Issued by STC Washington, DC-Baltimore (STC WDCB) Chapter. Web Diva: Cynthia Lockley.

2014 APEX® Award for Publication Excellence for the STC Washington, DC-Baltimore Chapter website, June 2014. Web Diva: Cynthia Lockley.

2009, "STC Takes APEX Awards by Storm", mention in STC Notebook.

2009 APEX® Grand Award for Publication Excellence in the category of "Web & Intranet Site Content & Writing" for the STC Washington, DC Chapter Website, June 2009. Web Diva: Cynthia Lockley.

2009 APEX® Award for Publication Excellence in the category of "Blogs, Forums, & Wikis" for the STC AccessAbility SIG Website, June 2009. Web Diva: Cynthia Lockley.

2006 Community of Distinction (SIG leadership group award) for the STC AccessAbility SIG, May 2006.

2006 Silver award for the Best Health/Healthcare Content category in the 2006 eHealthcare Leadership Awards competition (the STC AccessAbility SIG Website tied with medicare.gov in that category), 2006. Web Diva: Cynthia Lockley.

2005 APEX® Awards for Publication Excellence in the category of "Web & Intranet Site Content & Writing" for the STC Washington, DC Chapter website, July 2005.

2005 APEX® Awards for Publication Excellence in the category of "One to Two Person-Produced Web & Intranet Sites" for the STC AccessAbility SIG website, July 2005.

2005 Gold award for Excellence for the STC AccessAbility SIG website from the American Association of Webmasters, June 2005.

2005 STC Pacesetter Award (SIG leadership group award) for the STC AccessAbility SIG, May 2005.

2005 Distinguished SIG Service Award (DSSA) for contributions to the success of the STC AccessAbility SIG, from the Board of Directors of the Society for Technical Communication, February 2005. "In recognition of

your outstanding leadership qualities as the unparalleled AccessAbility SIG Web Diva, and for your dedication, creativity, and professionalism."

Elected a Fellow of the Society for Technical Communication, February 2004. "For significant contribution to the technical communication profession as a writer, editor, manager, mentor, and webmaster; and for distinguished service to the Society at all levels."

Numerous Certificates of Excellence and of Appreciation for work on competition committees and for participating as a judge in competitions, 1995-2006.

Elected an Associate Fellow of the Society for Technical Communication, January 2002. "For outstanding service as a trailblazer in the use of the World Wide Web for STC communication, for creative promotional materials, and for passionately supporting all people with special needs."

Award of Excellence (co-recipient with Carolyn Kelley Klinger), for Chapter Public Relations Program for the Washington, DC Chapter in the Society for Technical (STC) Communication Public Relations Competition, May 2002.

Letter of Distinction from NPOESS Integrated Program Office with NOAA for work done on design and implementation of the NPOESS website.

Chapter Achievement Award of Excellence, as Chapter President for the second time (2000-2001), for the Washington, DC Chapter, May 2001.

2000 Distinguished Chapter Service Award (DCSA) for contributions to the success of the Washington, DC Chapter, from the Board of Directors of the Society for Technical Communication, February 2000. "For exceptional leadership in guiding the Washington, DC – Baltimore (WDCB) Chapter into the age of Internet communication."

Immediate Past President (2001-2002 and 1999-2000), President (2000-2001 and 1998-1999), First Vice President / Programs Manager (1997-1998), and Second Vice President / Competitions Manager (1996-1997), Washington, DC Chapter of the Society for Technical Communication.

Nominated for Director Sponsor of Region 2 of the Society for Technical Communication, May 1999.

Appointed as a member of the STC Special Needs Committee, 1999-2001.

Appointed as a member of the STC Electronic Media Committee serving as the Region 2 Webmaster, 1998-2004.

Award of Merit for Association for Women in Communications Washington, D.C. Chapter website in the Society for Technical Communication Washington, D.C. Chapter's Online Communication Competition, February 1999.

Award of Distinction (co-recipient), for Pacific-Sierra Research Corporation Annual Report in the Society for Technical Communication Washington, D.C. Chapter's Technical Art Competition, February 1998.

Award of Achievement (co-recipient), for Pacific-Sierra Research Corporation website in the Society for Technical Communication Washington, D.C. Chapter's Online Communication Competition, February 1998.

Award of Achievement, for STC Washington, D.C. Chapter website in the Society for Technical Communication Lone Star Chapter's Web Page Competition, February 1998.

Award of Excellence, for Personal website: Community Services for Adelphi, Maryland in the Society for Technical Communication Washington, D.C. Chapter's Online Communication Competition, January 1997.

Nominated for Director Sponsor of Region 2 of the Society for Technical Communication, May 1996.

Invited to be a Judge for the STC International Online Communication Competition, March 1996.

Judge for the STC Washington, DC Chapter's Online Communication Competition, December 1995.

IBM 1995 Informal Team Award for work on the IBM infoMarket WWW pages.

Co-manager of the Public Relations Committee for the Washington, DC chapter, 1995-1996.

Co-manager of the Public Relations Committee for the 1995 STC International Conference, 1994-1995.

Elected as Vice Chairperson of the Board of Directors of Vesta, Inc., a community services organization in Prince George's County, Maryland, 1994-1995.

IBM 1993 Information Development Excellence Award for Customer Excellence, Tier III team award for enabling the ImagePlus documentation for the IBM Online Message Facility.

IBM YEA award from Gene Ritz in appreciation for her work on the ImagePlus Systems Development 1993 Quality Assessment for the Baldrige application.

Included in Who's Who Worldwide, 1993/1994.

Elected as Treasurer of the Board of Directors of Vesta, Inc., a community services organization in Prince George's County, Maryland, 1993-1994.IBM YEA award from Santo Collura in appreciation for her work on the SHARE presentation, March 1993.

IBM Informal Award for work on the ImagePlus MVS/ESA system-level documentation, December 1992.

Featured in a "Catch the Spirit" poster for the IBM Employee Charitable Contribution Campaign, September 1992.

Elected to the Board of Directors of Vesta, Inc., a community services organization in Prince George's County, Maryland, July 1992.

IBM YEA award from Emilye Hill in appreciation for standing in for her as conference disk administrator while she was out for 5 weeks, January 1992.

IBM YEA award from Jane Puzak in appreciation for meeting an unexpected customer demand on her project with a comprehensive plan and follow-up with all players while she was out sick, June 1991.

IBM YEA award from Mel Holden in appreciation for the quality of her work on the Object Distribution Manager documentation for Version 2 Release 1.1, June 1991.

IBM YEA award from Tawei Hu in appreciation for helping him with BookMaster, April 1991.

IBM Informal Award for work on the ImagePlus MVS/ESA system-level and Object Distribution Manager documentation, July 1991.

IBM ImagePlus WOW award from Craig Welbourn, IBM Canada, Toronto Lab for working on the ImagePlus Index and Scanning Aid README file, April 1991.

IBM Informal Award for work on the ImagePlus MVS/ESA system-level documentation, Object Distribution Manager MVS/ESA, and Folder Application Facility MVS/ESA documentation, November 1989.

IBM Informal Award for coordinating an ImagePlus conference for the MVS/ESA, AS/400, and System/36 documentation plans, December 1988.

Letters of recognition and appreciation from upper management in Application Solutions Division, the Image Project Office, Marketing, and Development; and from co-workers: June 1989, September 1989, April 1990, May 1990, June 1990, December 1990, February 1991, May 1991, July 1991, August 1991, January 1992, October 1992, December 1992, February 1993, March 1993, and March 1, 1995.

Available Seperatly

- **List of Publications**
- **Community Service, Stage Experience, and Extracurricular Education**