

1. "Why would I benefit using a technical writer? I already have a staff of engineers and programmers. Can't they just write everything themselves? How would you add value to our company?"

As a scientist and programmer, I have experience with many colleagues, for whom writing in complete sentences was not a necessary skill. I've worked with many excellent engineers and programmers who could not write a decent memo describing what they needed or what they had accomplished.

My value to your company will be realized in these ways:

- I can research, learn and understand technical topics. I have studied technical communications and can translate complex topics to simple explanations of concepts and user-friendly instructions.
- I ask a lot of questions. I have years of experience interviewing clients, taking their information and producing accurate, useable custom software applications. In your case, I'll take information from interviews and produce quality technical documentation.
- I respect the work of engineers and programmers. I believe our work together would be a collaborative effort to create your required documentation.

2. "You don't know this new industry (e.g. pharmaceuticals or information technology or aerospace defense, etc.). How can you be successful as a technical writer here without having a degree or experience in our field?"

As I mentioned on my resume, I have BS and MS in Physics. Those studies are a good background for many technical industries. My education and experience have been great training in how to think, how to frame questions and how to do research. I have the skills to learn a new technology and I'm not afraid to ask for help.

3. "I need somebody who is resourceful in obtaining and documenting the critical information we need from whatever resources are available. How would you be able to perform this responsibility?"

I have years of experience ferreting out information that people don't even know that they know. Most of my clients had internalized their job and its intricacies and were not able to provide all the details I needed to know. My success, then as it would now, depended on my ability to ask intelligent

questions, create stories about how things work, present those stories, revise, question, and work until the details were correct and complete.

4. "I need someone who is flexible and can multi-task. What else does a technical writer do besides... just write documents?"

A technical writer has many job responsibilities, for example:

- interviewing, researching, finding information
- organizing tasks, projects and people
- scheduling tasks, projects and people
- budgeting for tasks, projects and people
- evaluating tools and personnel
- managing people and projects
- planning projects
- strategizing content
- adjusting the project tasks and schedule dates when the budget and the schedule change
- getting the job done on time and within budget
- and, yes, writing, editing and preparing content for publication

As to the multi-tasking, a technical writer needs to do all of the above while being professional, even-tempered, cheerful and a team player.