

# SUSAN HARRIS, Ph.D.

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SciTech Writing and Editing, [www.scitechwrite.com](http://www.scitechwrite.com)  
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## Profile

Experience with wide variety of computer, network, and engineering platforms, broad spectrum of software. Proven ability to collaborate with authors to clarify, strengthen original text. Clear, concise summaries of scientific and technical concepts. Documentation for full spectrum of skill sets.

## Accomplishments

- Produced clear, concise summaries of engineering concepts
- Collaborated with developers, managers to re-position products for new services.
- Worked with test engineers to edit documentation for complex processes.
- Created persuasive descriptions of custom protocol implementations, web interfaces, tool sets for advanced network infrastructures.

## Writing, Editing, Project Management

### **Raytheon BBN Technologies, Cambridge MA**

- Wrote comprehensive engineering reports for the Global Environment for Network Innovation ([www.geni.net](http://www.geni.net)), an advanced infrastructure research project sponsored by the National Science Foundation.
- Created key narratives highlighting spiral development process, experimental network prototypes, risk management.

### **Juniper Networks, Inc., Sunnyvale CA**

- Published white papers introducing high-availability systems, software migration technique, automated scripting.
- Collaborated with developers to document system capabilities, configuration fundamentals, network management tools.
- Documented network technologies, applications, system architecture, diagnosis, troubleshooting for service provider, enterprise markets.

### **Merit Network, Inc., University of Michigan**

- Chaired Program Committee, coordinated communications, speakers, support staff for three annual meetings of the North American Network Operators' Group ([www.nanog.org](http://www.nanog.org), attendance 500-600).
- Solicited sponsorships for non-profit organizations, negotiated sensitive vendor agreements.

### **Information Technology Division, University of Michigan**

- Edited biweekly campus computing newsletter, circulation 12,000, covering platforms and software, network access, user support, database management.
- Wrote campus networking guide, first comprehensive overview of University of Michigan data networking.

<b>History</b>	<p>Contract Editor, Radiation Oncology, University of Michigan Health System 2007-present</p> <p>Contract Writer, Raytheon BBN Technologies, Cambridge, MA 2009-2111</p> <p>Contract Writer, Juniper Networks, Inc., Sunnyvale, CA 2007-2009</p> <p>Founder, SciTech Writing &amp; Editing, 2006-present</p> <p>Senior Science Writer, Merit Network, Inc., University of Michigan 1992-2006</p> <p>Editor, Information Technology Division, University of Michigan 1984-1992</p>
<b>Education</b>	<p>M.A., Ph.D., Near Eastern Studies, University of Michigan 1972, 1983</p>
<b>Selected Publications</b>	<p>“Leading Researchers Demonstrate “Future Internet” Innovations spanning GENI Campuses across the United States,” GENI press release, November 2010, <a href="http://www.geni.net/?p=1968">www.geni.net/?p=1968</a></p> <p>“Continuous Systems: Nonstop Operations With the JUNOS™ Software,” September 2009 <a href="http://www.juniper.net/us/en/local/pdf/whitepapers/2000317-en.pdf">www.juniper.net/us/en/local/pdf/whitepapers/2000317-en.pdf</a></p> <p>“In-Service Software Upgrades: A Planned Upgrade Tool,” November 2008 <a href="http://www.juniper.net/us/en/local/pdf/whitepapers//2000280-en.pdf">www.juniper.net/us/en/local/pdf/whitepapers//2000280-en.pdf</a></p> <p>“Increasing Network Availability with Automated Scripting,” December 2007 <a href="http://www.juniper.net/us/en/local/pdf/whitepapers/2000252-en.pdf">www.juniper.net/us/en/local/pdf/whitepapers/2000252-en.pdf</a></p> <p><i>The Tao of IETF</i>, Request for Comments (RFC) 4677, with Paul Hoffman. September 2006, <a href="http://www.ietf.org/tao.html">www.ietf.org/tao.html</a></p> <p><i>IETF Discussion List Charter</i>, RFC 3005. November 2000 <a href="http://www.ietf.org/rfc/rfc3005.txt?number=3005">www.ietf.org/rfc/rfc3005.txt?number=3005</a></p>
<b>Selected Reports to the National Science Foundation</b>	<p>Editor, “Experimentation with Multi-threaded, Distributed Routing Technology in the Internet,” by Craig Labovitz and Farnam Jahanian, 2002, <a href="http://www.scitechwrite.com/mrt.pdf">www.scitechwrite.com/mrt.pdf</a></p>