
Three ways that Diane Goodbrand can improve your content

My experience can save you time and effort.

Giving your writing projects to an experienced professional is the most efficient way to ensure that projects are completed successfully and on time. With over twenty years experience as a technical writer, I bring the knowledge, skills, and expertise necessary to analyze information requirements, recommend solutions, and deliver results that meet your goals.

My quality results can reduce costs in cross-functional areas.

Written content that's designed to meet your audience's information requirements can reduce costs in areas such as Technical Support and Customer Service. Users who find answers via self-service content--available on your web site, in an online help system, from a YouTube video, or a PDF manual--are users who are not calling your business for assistance.

My aptitude for technologies can help bridge understanding for potential and existing customers.

Particularly in technology markets, people can have difficulty understanding innovative concepts and their benefits. With an aptitude for technology, together with an understanding of how to bridge information gaps, I can help describe your products, services, or solutions in a way that's easy to comprehend. I've been successfully doing this across a diversity of markets, including business analytics and reporting software, telecommunications, encryption software and hardware security solutions, healthcare services, and semiconductor reverse engineering suites, as proven by a high client-return rate.