

John Doe

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Objective

A responsible staff Technical Writer position with a San Francisco Bay Area software company

Summary

More than 5 years' experience documenting software applications, including client/server, Internet, networking, e-commerce, ERP, and RDBMS.

Technical Skills

- Tools** FrameMaker 5.5.6, Word 97 (and other MS Office 97 apps), Interleaf, Quadralay WebWorks Publisher, FrontPage 98, JavaDoc, JavaHelp, RoboHELP Office, ForeHelp, Doc-to-Help, Visio, CorelDRAW, Illustrator, HomeSite, Photoshop, Netscape Communicator 4, Microsoft Internet Explorer 5, **RDBMS** (Oracle 8i, Sybase SQL Server, Informix Dynamic Server)
- Applications** Oracle Commerce Server, Oracle Accounts Payable, Oracle Consumer Packaged Goods, Siebel Marketing Enterprise, Siebel Call Center, Clarify ClearAnswer, SAP Human Resources, PeopleSoft Risk Management, PeopleSoft Asset Management, BroadVision One-to-One Commerce.
- Languages** SQL, C, C++, Java, JavaScript, Perl, Visual Basic, COBOL, FORTRAN, and Pascal.
- Platforms** UNIX (BSD 4.3, Solaris, HP-UX, NeXTStep, AIX, A/UX, Linux), MS-DOS 6.2, Macintosh System 8, Windows 95, Windows NT, Bull GCOS, Control Data NOS/VE, Convergent CTOS/VM, DG AOS/VS, HP MPE XL, OS/2 2.0, Prime PRIMOS, Stratus VOS, ed, ex, vi, emacs UNIX editors, VAX/VMS, and Wang VS.
- Networking** Protocols — AppleTalk; APPC/LU6.2; Async.; CLNS, CT/Net; DECnet, DG/PC*I (NetBIOS); Apollo Domain; LAN Manager; NetBEUI; Novell IPX; Ungermann-Bass Net/One; PC/VS; SNMP; TCP/IP; Banyan VINES; WSN; XNS; XODIAC.
Carriers — Ethernet, Frame Relay, ISDN, and Token Ring.
- Hardware** Apple iMac and PowerBook G3, Control Data Cyber, Convergent NGEN, Data General MV 20000, DEC VAX 6000, Fortune, Hewlett-Packard 3000/900, IBM RS/6000 POWERserver, NeXT, Pentium III PC, PS/2, Prime 50, Sequent Symmetry, Silicon Graphics IRIS, Sun SPARCstation, Stratus XA2000, and Wang VS 5000.

Professional Experience

ABC Company, Inc.

January, 1996 – present

Lead Technical Writer

Led a team of 5 writers, took documentation set from planning through production. (Explanation of your general role and the company's mission. Next is a bulleted list of specific accomplishments.)

- Wrote programmer's guide for suite of development tools. This included reading code and deciphering embedded comments, using the product, and interviewing engineers on a tight schedule.
- Edited work of other writers in a team environment.
- Published books that were mentioned favorably in *PC Week*'s review of the product.
- Created new work processes that resulted in a cost savings of \$20,000 in the first year.
- Yada yada yada.

DEF Company, Inc.
Senior Technical Writer

January, 1994 – December, 1995

In a team of 5 writers, took documentation set from planning through production. (This more summary that explains about the job in general. Next is a bulleted list of specific accomplishments.)

- Wrote programmer's guide for suite of development tools
- Edited work of other writers in a team environment
- Published books that were mentioned favorably in *PC Week*'s review of the product
- Created new work processes that resulted in a cost savings of \$20,000 in the first year

HIJ Company, Inc.
Technical Writer

April, 1990 – December, 1993

In a team of 5 writers, took documentation set from planning through production. Yada yada, more summary that explains about the job in general. Next is a bulleted list of specific accomplishments

- Wrote programmer's guide for suite of development tools
- Published books that were mentioned favorably in *PC Week*'s review of the product

XYZ Company, Inc.
Editor

January, 1987 – March, 1990

In a team of 5 writers, took documentation set from planning through production. Yada yada, more summary that explains about the job in general. Next is a bulleted list of specific accomplishments.

- Wrote programmer's guide for suite of development tools
- Edited work of other writers in a team environment
- Published books that were mentioned favorably in *PC Week*'s review of the product

Education

BA, Electrical Engineering, MIT <note the absence of the year>

MA, Instructional Technology, UCSF, <year>

Training

Introduction to Java Programming, UC Santa Cruz Extension, <year>

Information Mapping Fundamentals, Information Mapping Inc. <year>

Creating Usable Documents, Apple Corporation Training <year>

Affiliations

Society for Technical Communication (STC), Senior Member, San Francisco chapter

IEEE

ACM

BayCHI

References and portfolio samples available upon request

Jane Doe

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Summary

15+ years' experience designing, writing, and editing software and hardware documentation for software developers, network administrators, and computer system users.

Extensive experience designing and creating HTML-based online documentation and help systems.

Three years in publications management including managing multi-site publications teams.

Computer Experience

Experience with, knowledge of, courses in, or documented software for the following:

SYSTEMS

Wintel (Windows NT, Windows 95, CE, DOS), IBM RISC System/6000 (AIX, X-Windows), Sun (Sun OS, Solaris), Hewlett-Packard 9000 (HP-UX), NeXT, Apple Macintosh

AUTHORING TOOLS, UTILITIES, LANGUAGES, AND PROTOCOLS

Tools: JavaDoc, HTML 3.0+, Quadralay WebWorks Publisher, RoboHELP, Adobe FrameMaker 5.5, PageMaker, Photoshop, Illustrator, and Acrobat PDF. Microsoft Word, Excel, PowerPoint, Project, Internet Explorer, Windows CE. Interleaf, Symantec VisualCafé, Visio Technical, CorelDRAW, Netscape Communicator and NetHelp, various web application servers.

Utilities: UNIX utilities (nroff/troff, diff, e, emacs), Norton Utilities

Languages: Ada, APL, BASIC, C, C++, COBOL, DATABUS, FORTRAN, HP-GL, IBM 360/70 Assembler, Java, JavaScript, LISP, OOScript, PL/1, shell scripts (C, Bourne, Korn)

Protocols: SNMP, TCP/IP

Architectures: JavaBeans, CORBA

Professional Experience

ABC SYSTEMS, SOMEWHERE, CA. (8/96 - PRESENT)

Publications Manager

Manage ten-person team of technical writers, consultants, and tools developers working on seven documentation projects. Documentation projects span six discrete product lines and require multi-site coordination between writing teams in different geographic locations. Ensure successful completion of all projects for targeted deadlines. Screen and hire permanent employees, contractors, and consultants. Initiate new documentation strategies to improve writing process and increase customer satisfaction. Developed initial feasibility plan for using Netscape's NetHelp and Sun's JavaDoc, and developed long-term cross-platform help system strategies. Establish goals for browser-based documentation development and deployment. Encourage independent development of specific implementations by project leads and writers. Plan and supervise writing efforts for the following ABC products:

- Baad — Java and JavaBean-based client interface to Oracle — IDE tools such as object-modeling wizards and code generators
- WebConnector — Web application server and servlet technologies
- GetaGrip — SNMP and Java-based application management tools
- StartMeUp — TP monitor for distributed computing
- Webify — Enterprise application integration and e-commerce components

Project Lead and Senior Technical Writer

Between July 1997 and January 1998 worked as assistant manager of the ABC HQ writing department, project lead for Baad, and co-project lead for the Baad V3 (now WebConnector Enterprise) project. Supervised writers, led the development of documentation for the Baad 1.1 release, wrote the *Introduction to V3* (a CORBA-compliant middleware engine), and re-wrote the ABC Administration Console help system for the V3 2.0 release. Other accomplishments include the following:

- Designed initial FrameMaker templates and documentation sets. Contributed to HTML-based documentation design and standards.
- Authored documentation in FrameMaker 5.0 and 5.5. Used Quadralay WebWorks Publisher and Adobe Acrobat to convert files to HTML and PDF.
- Wrote or contributed writing to all Jolt software releases, GetaGrip Expert online help, SNMP Agent Connection, StartMeUp 2.0, and V3 early adopter program documentation.
- Researched existing tools and adopted HTML-based help system for cross-platform online help deployment. Wrote initial JavaScript functions to enhance help system. Researched use of JavaHelp.
- Work with graphic designer to develop standard icons and splash screens for ABC graphical user interfaces and web site design.
- Wrote documentation plans, help systems, developer's guides, conceptual material, Java reference material, release notes, and code walkthroughs.

NULLDATA, INC., SOMEWHERE ELSE, CA., (8/95 – 8/96)

Senior Technical Writer

Developed documentation for NullData's Particles Environment, a suite of multi-platform software development tools for creating distributed object-oriented applications for Windows and UNIX systems.

- Documented API calls and programming concepts for developers with experience in object-oriented systems design, C/C++, and distributed client/server systems.
- Incorporated information from header files, example code, and functional specifications.
- Produced programmer's guides and reference manuals for the OOScript language (an object-aware language similar to Visual Basic), WebParticle (an application-embeddable Web browser), and the NullSource/View application service.
- Researched and implemented process for converting FrameMaker documents into Adobe Acrobat PDF format and HTML for CD-ROM online browsing.

GETITTOGETHER SOFTWARE, INC., FORGETOWN, AB., (1/93 – 8/95)

Acting Site Manager, Senior Technical Writer

Wrote user's guides, reference manuals, online help, man pages, and quick reference cards for GetITTogether's cross-platform network applications. Documentation was written for an audience of system administrators working with UNIX, Windows, and HP MPE systems.

- Wrote documentation for BeepBeep UNIX backup management, Occupation print management, Balance workload management, and Pretend emulation applications. Contributed to and wrote GUI-design style guide for GUI standards group. Introduced use of HTML for process documents.
- Evaluated, hired, and managed contract and permanent writers for Forgetown office. Managed the design and production of all documentation sets including out-sourcing printing. Produced marketing materials including press releases, newsletter articles, data sheets, information guides, and brochures.

IAMINDEPENDENT, ANYTOWN, CD., (6/92 – 1/93)

Documentation Consultant

Provided documentation and marketing consulting services for several clients. Wrote marketing copy for Corporate Memory Systems DEF workgroup software. Wrote print pooling utility software documentation for XYZ Systems. Wrote budget analysis software user's guide for BigBadBroker and its client the Florida Land Office. Contributed CD-ROM advertising to Wonder Interactive. Developed online catalog proposals and advertising for A+ Publications and its client Z Corporation. Edited and revised UNIX man pages for Sideline Computers.

BIGBADJOBSHOP, SOMETOWN, EF., (10/91 – 8/92)

Technical Coordinator

Designed and wrote documentation for clients of BigBadJobShop. Analyzed specifications and relevant systems files, and consulted system architects and software engineers to understand system design and clarify technical issues. Collaborated with clients to improve product and predict documentation needs. Worked with several technical writers to restructure and improve existing documentation.

- Wrote PowerPC application binary interface (ABI) documentation for Dell, Gateway, and Compaq consortium. Supervised writer and technical editor and coordinated efforts with ABC system architects and consortium software engineers.
- Produced hypertext documentation for WHY FrontEnd Composer (a graphical user interface-builder application). Developed documentation for Polluter Products' SimuSolv chemical modeling software.

CAPTIVITY, INC., LOSTOWN, GH., (2/89 TO 10/91)

Technical Coordinator, Lead Writer

Coordinated several writers to produce 1200 pages of hypertext documentation in conformance with POSIX, X-OPEN, and OSF standards. Assigned writing tasks and provided technical guidance to facilitate the creation of conceptual and reference documentation for the IBM XAI operating system. Planned library structures, wrote and linked hypertext articles for the IBM RISC Data Explorer library.

- Designed the navigation index adopted as a standard for network programming topics and created hypertext demonstrations for new clients.
- Developed online and hard copy documentation for the following XAI projects: ABC Sockets, TROUTS, Remote Procedures Call (RPC), External Data Representation (XDR), System Network Architecture (SNA), HCON emulation, Network File System (NFS), and TCP/IP. Contributed writing to subroutines, device drivers, kernel extensions, and data link controls (DLC).

EXTINCT AEROSPACE, EMERALD CITY, IJ., (8/87 TO 2/89)

Technical Coordinator, Lead Writer

Researched and wrote software documentation in support of the Navy Clue-Getting Support Center (NCGSC). Planned content, format, and organization of material as required by management. Created templates and macros for use by software developers and designed software menus and screens. Wrote documentation for COMNET, SNCS, and CA cryptography software.

SLEEPER CORPORATION, INC., EMERALD CITY, IJ., (8/86 TO 8/87)

Technical Writer

Wrote tape drive installation manuals, user guides, and product specifications for Ant and Bee streaming tape drives. Developed review standards and designed publications formats. Performed hardware and software troubleshooting. Specified artwork and integrated illustrations and text.

FORGOTPOINT CORPORATION, INC., EMERALD CITY, IJ., (9/82 TO 9/86)

Technical Writer III

Developed software and hardware documentation for the following ForgotMyPoint products: MINX switched-video network, ARCnet LAN, Fiber Optic Hub, FMPGATEWAY and DOSGATE file servers, Sweatstation 7100, and Color Plotter printers. As system administrator for Engineering Publications, maintained systems and wrote various conversion utilities in BIGBUS and BASIC for documentation of technical specifications.

Education

Degrees, courses, and continuing education with the following institutions:

- Good School., Emerald City, IJ
Bachelor of Arts in English (minor in Computer Science)
- Stanford University., Palo Alto, California
Courses towards Master of Liberal Arts
- UCSC Extension. San Jose, CA
Publications Departments in the Company—Improving Effectiveness, Managing People in Publications, and Developing HTML Help
- Introduction to Java, XML Strategies for the Web, JavaOne ('97, '98 seminars), Web Design and Development ('96, '97), and JavaHelp for Managers
- Information Mapping ('84), Next Development Seminar ('92), and others

Awards and Memberships

Awards from and membership in the following professional organizations:

- Membership in Society for Technical Communication and formerly in IEEE.
- Society for Technical Communications, Silicon Valley Chapter:
Supreme Genius Award for ABC Introduction to V3, 1998;
Divinity Award for ABC WebConnector Technology Preview CD, 1997.
- Society for Technical Communication, BeanTown and BigApple Chapters:
Excellence and Merit awards for ABC V3 Online Documentation CD, 1998.
- Society for Technical Communication, Podunk Chapter:
Excellence Award, ForgotMyPoint 9480 Fiber Optic Hub Operating Guide, 1984.
Society for Technical Communication, LosTown Chapter:
Achievement Award, ForgotMyPoint 9656 Color Plotter User's Guide, 1984.

References

References and portfolio samples available upon request.