

JOB OBJECTIVE

Contract Technical Writer

SUMMARY OF QUALIFICATIONS

- Experience in software development, including technical writing for end users and developers, interface design, product development and management, testing, and customer support since 1987.
- Experience in development of database management applications since 1982.
- Broad experience in a wide variety of computing functions, such as data management and processing, desktop publishing, web development, digital audio manipulation, and programming in scripted, interpreted and compiled environments on Macintosh and PC platforms.

SKILLS AND EXPERIENCE

Technical Writing

- Worked with technical writing team to write, revise, design and produce user documentation for audio systems and for end users in the printing industry.
- Wrote code and documentation for:
 - Inventory, booking and invoicing system for charter boat company
 - Ticketing and invoicing system for a jazz festival organization
 - Inventory control system for a restaurant
 - Edit List generation utility for use with audio and video editing systems
 - Invoicing system for a condominium manager.
- Reviewed, revised and updated documentation for:
 - Complex digital audio and music production system
 - Accounting system for the printing industry.
- Developed new documentation for:
 - Weight-based counting system for the printing industry
 - Digital audio recording and editing system.
 - Guides to set up a digital audio card for various software applications
- Produced end-user release notes for each new software release (at two different companies.)
- Reviewed and tested various desktop publishing applications to determine their suitability to company needs.
- Used RoboHelp authoring tool to develop content for WinHelp and WebHelp systems for a web-based project-management system and its authoring and administration environments.
- Used Adobe Acrobat to produce print-ready files for manual production.
- Used Dreamweaver and HomeSite to develop online documentation and interface text for a self-served, web-based interface which allows the user to setup and maintain a vendor-hosted geographic locator service.
- Continued use of Flare help authoring tool to develop single-source documentation for output in WebHelp and PDF for a network monitoring suite. Managing translation to (at this writing) Chinese, Spanish and Japanese, with Italian and German in the works.

SKILLS AND EXPERIENCE (CONTINUED)

Web-related Development

- Developed a detailed specification for a web-based content-management and intranet/internet system designed to replace existing systems at a public radio station, consolidating data entry and collection and making data available for internal and external web use.
- Researched the state of HTML-based online help technologies and evaluated their suitability for use with current and future software and documentation development.
- Researched, specified, and implemented the use of desktop PC audio editing workstations for broadcast production and the transfer of files via the web.
- Created help content in HTML files, and worked with programmers to create a JSP properties file containing interface text for a self-served, web-based interface for a vendor-hosted geographic locator service.
- Created browser-based content managers for various clients using PHP, MySQL, JavaScript, and HTML.
- Created a simple content manager that is easy to install, configure, and integrate into a website, targeted at web-designers.
- Created simple XML-based data collection system for use in surveys.

Customer Support, Teaching and Demonstration

- Provided phone support to end users and company personnel including hardware and software troubleshooting and applications support.
- Provided new product training and orientation to product specialists and sales and marketing personnel.
- Provided training to end-users in relevant aspects of software applications.
- Regular participant in trade shows, including wiring plans, setup, and group and individual product demonstrations.
- Studied and demonstrated competitors' products to various company personnel.
- Developed and implemented training program for digital audio editing in a large public radio facility.

Quality Assurance

- Designed, implemented and managed test programs for multiple software-based products for the audio industry.
- Created and implemented test plans and test scripts for automation of test plans.
- Designed comprehensive test program for quantifying the results of testing of software-based products, including reporting tools for use by management.
- Designed manufacturing final test process and developed software which automated and documented the final test process.

WORK HISTORY

- 2000-Now **Composer, Audio and Video Editor/Producer, Studio Owner,**
Record, edit, and mix audio for radio and television broadcast, CD-ROM, and other applications. Compose, perform and mix underscore for the same applications. Manage all aspects of small business.
- 2000-Now **Contract Technical Writer/Programmer**
Write user documentation for printed manuals and online help systems for various hardware and software companies. Develop database-driven content managers for various clients.
- 1998-2000 **Production Associate, Vermont Public Radio**
Record, Edit, and Mix commentaries and news pieces as needed. Provide editorial recommendations for scripts before and during sessions. Manage all technical issues at the site, including computer, network, audio and mechanicals. Act as consultant to chief engineer for reviewing and specifying integrating and troubleshooting new systems.
- 1997-1998 **Technical Writer, Logic Associates**
Worked with programmers and customer service specialists to produce user manuals, product update information, other technical documents for internal and customer use. Researched and assessed new technologies for potential applicability to company needs. Managed production of small runs of various printed materials.
- 1994-1997 **Product Applications Specialist, Fostex Research & Development**
Participated in the specification and building of a Customer Support group and associated systems. Provided hardware and software support to customers and engineers. Additional tasks and responsibilities: Ongoing development and maintenance of multi-user databases for bug-tracking, customer support and lead tracking. Management of software testing for all product releases. Development of comprehensive test program for all products. Development and maintenance of automated final test process and software for manufacture of three different hardware products. Systems administration.
- 1992-1994 **Product Development Specialist, Fostex Research & Development**
Developed product specifications and participated in design sessions which resulted in the Foundation 2000 system. Was an active participant in the design of the Foundation Edit Controller and editing scheme, and in the functional design of the Foundation mixer. Additional responsibilities: development and maintenance of a custom multi-user materials tracking system tailored to the prototyping process. Reviewed, edited and wrote critical sections of user documentation.
- 1992 **Software Quality Assurance, New England Digital**
Developed test plans for new software releases, gathered data and provided technical support to test sites, reported bugs and verified bug fixes, provided user and technical support to customers and company technicians. Provided training, demonstrations and technical support to customers, vendors and employees.
- 1991 **Test Consultant to New England Digital**
Organized and managed the Beta test cycle for SoundDroid software (a film-sound editing system developed by Lucasfilm), developed test plans, reported bugs and verified bug fixes, shipped software and provided support to test sites, developed proposal for further development, verified sound libraries, demonstrated the system to customers, vendors, and employees.
- 1990-1991 **Studio Manager, Radioland Productions**
Maintained equipment, engineered voice-over sessions, edited and mixed commercials, managed sound effects and master libraries and associated databases, scheduled sessions.
- 1987-1990 **Product Manager, New England Digital**
Developed functional specification of new products, coordinated experimental hardware and software at trade shows, acted as liaison between R&D and customer. Consultant to documentation group.
- 1986-1987 **Technical Writer/Studio Consultant, New England Digital**
Generation and review of user documentation of New England Digital products.
- 1973-Now **Self-employed**
Keyboardist, synthesist, bassist, composer, producer, audio engineer, studio consultant, computer consultant.

EDUCATION

- *Bachelor of Arts Degree: Music Composition, Performance and Production, Summa Cum Laude*, Johnson State College, Johnson, VT., 1994
- *Studio Technology and Practice*, Institute of Audio Research, NYC., 1972.

COMPUTER LANGUAGES, DEVELOPMENT ENVIRONMENTS

- Databases: Dbase II/III/III+/Foxbase/FoxPro, Filemaker Pro, MySQL
- Help authoring/web development tools: RoboHelp 9.1, Dreamweaver 4.0, Homesite 4.5, MadCap Flare (document development) and Lingo (translation)
- Basic computer apps: Microsoft Word, Excel, WordPerfect, ClarisWorks, MacDraw Pro, Photoshop, Pagemaker
- Operating systems, shells: DOS, Windows, Macintosh, MPW (Development environment for Macintosh), some UNIX
- Compiled languages: Pascal, C, C++, Java
- Interpreted languages: HTML, Javascript, Hypertalk, PERL, PHP, Python, XSL
- Audio/video editing: Vegas Video Pro, DVD Architect, numerous utilities

References available on request