

Personal Attributes

I am a professional technical communicator with wide experience in all types of content working with varied groups of subject matter experts, trainees, and product users designing and delivering high quality, accurate, technical documentation in print and on-line media. I understand, design and control the management and design processes for producing quality technical communication. I have designed, delivered, and modified instructional materials for industry, educational and voluntary organisations.

I can do technical illustration, website design, user analysis, industrial photography, documentation management, and costing, proposals and budgeting for documentation projects.

I offer exceptional levels of commitment, an outgoing, people oriented personality, providing a strong basis for creating excellent technical communication.

Professional Skills

1. High level written communication skills.
2. High level analysis and interpretation skills.
3. High standard computer software and hardware skills.
4. High level research and practical problem solving skills.
5. High level technical design and fabrication skills.

Software/Computer Skills

Skill	Level Of Expertise
Microsoft Office Suite (Office XP)	Expert
WordPerfect Office Suite (to version 10)	Expert
CorelDraw, Corel Photo-Paint (to version 11)	Expert
Macromedia Dreamweaver version 2, 3 and UltraDev	Expert
Adobe Creative Suite 2	Advanced
Republico XDK	Advanced
Microsoft Visio (to version 2000)	Advanced
Adobe Acrobat Professional (version 7)	Advanced
RoboHelp 2000 Office and X3	Advanced
Camtasia / Snag-it	Advanced
HTML 4, CSS, XML, XSL (hand coding)	Advanced
Microsoft Access	Familiar
Adobe FrameMaker (to version 6)	Familiar
AutoCAD	Familiar

Formal Education

1993-94	Commenced Degree, BSc. and Dip. Ed.	Macquarie University
1994-99	Transferred to Part Time Study (deferred 1999)	Macquarie University
1998	Training Course, Adult Education.	TAFE NSW
2005	Certificate IV in Workplace Training and Assessment	SWS Community College

Professional Experience

John Holland Group (Water)

April 2007 to July 2007

Technical Writer

Employed with the possibility of becoming permanent, this role was to assist with tender preparation, operation and maintenance manuals, and other documentation. Assisted with compilation of a number of documents, and was assigned other tasks, outside the scope of technical writing. These included knowledge management issues, file management, documentation control, auditing existing processes, procedures and assisting with preparation of project management software for various projects underway.

Documentation included operation and maintenance manuals for a pumping station, reservoir, and chlorination system as well as compilation of portions of tenders, some site inspection and testing plans, documentation management. This included content writing, editing and technical illustration. Volume of work was an on-going issue, leading to conclusion of this role.

ASK Learning

January 2007 to April 2007

Technical Writer

I wrote a series of quick reference cards for ASK learning's e-learning Authoring Tools, web user interface and other tools. The system is relatively simple to use, so in-depth user documentation was not so critical. Quick reference cards were found to be more appropriate, containing summarised information and step by step instructions.

The system has many implementations over many clients, so each piece of user documentation was subtly different. I created templates and also performed an analysis of requirements for more comprehensive help file authoring and a function audit on all client versions of the e-learning Authoring Tools application. The system had been developed without adequate documentation and some project managers had left the company. I enjoyed the challenge of this contract.

I contributed to other tasks as required, including assisting with a wiki/blog development, some illustration and other documentation tasks.

WJL Consulting**July 2006 to July 2007****Technical Writer**

I performed a number of short jobs, notably a website for CA Williams Legal, a short job for Fujitsu Australia, and work for Repco Australia.

CA Williams Legal website created in cascading style sheets with minimal, very lean code. The site was written to work consistently in both MS Internet Explorer® and Mozilla FireFox®. Repco Auto-Tech included technical illustration and writing. Fujitsu included some formatting and template application work and an audit on existing technical documentation.

Talman Pty Ltd**June 2006 to July 2006****Technical Writer**

I wrote a User Manual and Training manual for a Supply Chain Management System being implemented by a steel supplier to the Australian automotive industry. The software was developed by Talman Pty Ltd, a small software company specialising in this type of software application. This was a very well managed project and a well designed system, to the extent that functional specifications were used for boilerplate text and first draft documents. Minimal changes were required to the first draft to complete the second draft.

As a consequence, the creation of templates, document structuring, authoring, editing and review was greatly simplified. The end documents included graphics, hints, tips and other advanced formatting, a unique experience for the extreme tightness of the deadlines.

Australia Post**March 2006 to June 2006****Technical Illustrator / Writer**

I participated in a documentation update and illustration project that will complete the commissioning of seven Siemens made, mail sorting machines installed in Australia Post mail sorting centres. These mail sorters encompass all types of mechanical, pneumatic, electronic and computer control. Integrated electronic sensing (to scientific instrument quality) including the use of radar, laser, and optical character recognition is also utilised. The machines also employ robotic movement of mail trays.

Goals were to improve practical repair and maintenance knowledge for Australia Post technicians. I was part of a team filling knowledge gaps in the entire (in excess of 80 volumes) documentation suite. This task was done in close collaboration with Siemens engineers and documentation specialists, Australia Post engineers and technical staff.

I prepared simplified electrical and electronic circuit diagrams for technicians repairing and maintaining the machines from detailed electrical drawings supplied in multiple volumes. Amongst this illustration work was a number of other technical diagrams to supplement some manuals written by the team. I also participated in changing and revising many printed manuals.

Part of this project included developing an 'on-the-fly' documentation management system, to ensure revisions to documents were completed and not lost!

Metso Minerals Australia Ltd**November 2004 to February 2006****Technical Writer / Documentation Manager**

Metso Minerals is a leading supplier of all types of mining engineering equipment. The Arndell Park offices manage delivery and sales throughout Australasia, parts of Africa and the Middle East. I was contracted to supervise all technical writing and customer documentation including:

- Managing staff/external contractors for on-time delivery of manuals to clients
- Production of templates, manuals, software and associated documentation management
- Liaising with all documentation stakeholders and tracking document production processes
- Solving problems with document production.

Titled a technical writer, this role was actually documentation management. This business area had been badly managed, allowing extensive delays and systemic problems to develop. I had to redesign templates, CD packaging (incorporating “autorun” facilities), re-establish management relationships with stakeholders and introduce new management processes to tighten manual delivery. I had to train and co-ordinate clerical staff assisting me. I introduced simple document change/version management and generic document production. I began preparing a style guide and manual database/library for easier management of documentation records.

I prepared and conducted a document production handover for the Crushing and Screening product line, and manuals are now being produced in the Newcastle factory. This reduced cost to the company, solving a long-term (in excess of two decades) problem.

Document suite production was in the order of two to three eighty page manuals per week, including CD preparation, along with coordinating localisation tasks for larger documentation suites (in excess of 1000 pages) from Metso Minerals offices all over the world. Over 93 documentation suites were produced during my time at Metso Minerals.

I designed an aftermarket spare parts form to solve identification problems with equipment requiring specially fabricated spare parts using Adobe Designer (part of the Adobe CS2 suite). This form includes scripting code to provide drop down lists, and other user functions assisting in automating the overall spare parts ordering process. Previously the spare parts ordering/manufacturing process had been fraught with difficulties, often costing thousands of dollars.

IDS Enterprise Systems**May 2004 to October 2004****Technical Writer**

Employed to write the Training Manual and help file system for “MotoV8,” (pronounced ‘moto-vate’) a new, industry changing, motor vehicle Dealership Management System (DMS). Java based, the MotoV8 web-service is designed to provide a complete management software system, incorporating:

- Account and general ledger management
- Workshop management and related services software
- Inventory, warehousing and parts management
- Motor vehicle sales contacts, paperwork and tracking

I designed and wrote a 700 plus page help file system, using Republico XDK and Microsoft Word. I prepared a 100 page training manual for the first system implementation in Thailand, and that manual has been translated into the Thai language. I participated in the creation of a document management system and other tasks, such as training new MotoV8 users, preparing test plans, and test cases, while assisting staff on other software projects.

WJ Lewington Automotive Consulting**1998 – 2004****Owner Manager****Technical Support (Automotive Industry)****Technical Writer / Illustrator**

The consulting services I offer in my own business include:

- Technical writing and technical illustration including flowchart design and production
- Design and delivery of training materials
- Preparing help files for proprietary software packages
- Design, production, maintaining and updating websites
- Freelance writing and some graphic design
- User analysis of products, processes, and procedures
- Diagnostic and fabrication work, automotive electrical and marine electrical repairs, for a variety of companies and private individuals and preparation of motor racing vehicles

Preparation of racing vehicles includes design and fabrication of components, rebuilding and repair, diagnosis of problems, assisting in race configuration set up or tuning for circuits, pit crewing and advice.

Freelance writing and graphic design includes producing any form of written or on-line information for clients, such as:

- Business cards
- Technical diagrams
- Websites
- Marketing material
- General or technical articles
- Magazine articles
- Short stories
- Forms
- Political party policy documentation
- Document suites for organisations

Tyco Safety Products**August 2001 – January 2003****Traffic System Support Analyst****Technical Writer**

Employed by Tyco Safety Products, who designed, manufactured and marketed urban traffic control (UTC) systems worldwide. The company was a market leader in these products, consisting of all types of:

- Hardware
- Firmware
- Operating software

Projects:

- Preparation of training packages and traffic system documentation
- Maintaining traffic system documentation
- Producing a document suite for Houghton Highway Bridge Lane Changing System
- Producing a document suite for SCATS Outstation Transmission Unit (SOTU)
- Producing a Help File system for Auckland Motorway Management System (Robohelp X3)

The Houghton Highway Bridge and Auckland software systems were written with Java, C++, and XML programming languages.

The SOTU is an interface (hardware and firmware) for the Sydney Co-ordinated Adaptive Traffic System (SCATS) to connect to traffic lantern controllers not designed for communication with SCATS. It was for a worldwide marketing push with SCATS.

I developed, maintained, released and managed print and online documentation for all of the urban traffic control systems and related equipment, including hardware, firmware, and software. Focused on meeting very tight deadlines with quality information, by researching the products, gaining product knowledge, designing the documents, interviewing and working closely with hardware and software engineers (approximately 25), then preparing content and graphics using software products listed above. I introduced and began to refine a document review process, documentation tracking and monitoring processes (which monitored each part of document production for time and efficiency) for quality control. I reported directly to the Engineering Manager.

RepcO Auto-Tech

1996 – 1998

**Technical Service Advisor
Trainer
Technical writing**

RepcO Auto-Tech, a division of Repco Auto parts, produces software, print documentation, training materials, technical support and information to automotive repairers throughout the Asia Pacific region.

The information is for repairing and maintaining late model vehicles, and encompasses all vehicular systems, mechanical to computerised.

The technical support is for mechanics requiring assistance while repairing problem vehicles. I was employed to work on the technical support team, and contributed to all aspects of the business, including technical support, technical writing and editing, as well as training.

Meadowbank / Hornsby TAFE

1996 – 1999

Teacher Part time: Automotive Electrical

I was appointed during change from traditional teaching curriculum to Self Directed Learning curriculum. I taught the evening and day classes to mechanics, apprentices and others.

While teaching the evening course I occasionally needed to modify examinations in order to give non English speaking background students more equitable opportunities, (providing more realistic questions testing their grasp and practical application of theory).

I designed, and delivered instructional design materials to address a wide range of learners and educational standards to ensure all students achieved to their maximum potential, while adhering to the curriculum standards.

Major Achievements

- ***Australia Post***

Produced a large number of technical illustrations in a very short period of time. What also impressed me was the corporate culture, the sense that everyone was part of something bigger than themselves, simply put: “delivering the mail”. There was a sense of purpose and pride, which grasped me too! It was a memorable experience working at an iconic Australian institution on cutting edge, and unique technology.
- ***Metso Minerals (Australia) Limited***

Produced over 90 manuals, from single 80 page volumes to multiple volume suites in excess of 1000 pages. All manuals consisted of multiple hard copies and most included soft copy versions. Successfully managing multiple projects and staff assisting me was immensely satisfying.

Reduced document production costs by developing a generic manual production system for use by a business line.

Created an interactive form for use by a spare parts division, to enhance equipment identification and reduce costly errors.
- ***IDS Enterprise Systems MotoV8 DMS Software***

Designed, researched and produced documentation for a leading edge motor vehicle Dealership Management System designed to be sold on a worldwide market.
- ***Tyco Safety Products***

I maintained, designed, researched and produced technical documentation about leading edge traffic systems for government clients worldwide. I completed a suite of documentation for a major lane changing system for an Australian state government client. Other projects included document suites for a traffic controller hardware device, and a motorway management system.
- ***RepcO Auto-Tech Encyclopedia***

I provide technical information for an internationally renowned automotive diagnostic software package that is used daily by around 2500 automotive tradesmen during the course of repairing motor vehicles.
- ***Protocol and Procedures Manual***

I wrote a protocol and procedures manual for an outdoor adventure club compiling and documenting leadership standards, minimum trip leader knowledge standards, organisation of activities, risk management strategies during activities, and detailing training and accreditation standards. Following on from this was constructing and delivering training and implementing the standards, and supervising the use of this documentation within an organisation of around 250 members.
- ***Technical article writing***

Researched and gathered information from national sources on a severe radiator corrosion issue; this work resulted in finding a significant resolution that was published in automotive industry journals.

- **General writing**

Writing general articles for automotive publications on a variety of subjects. One of these required a research trip to the United Kingdom, conducting interviews, taking photographs and editing of the article. Another article discussing Safety Restraint Systems regarding the design, operation and purpose of those systems has been published in Air-conditioning and Auto Electrical News. Researching and writing about Australian honeyeaters for a wildlife book produced by Readers Digest.

Personal Interests

Active committee member of the Australian Society for Technical Communication (ASTC), organising the ASTC Western Sydney group meetings and coordinating a number of small projects.

Voluntary contributions to several community organisations, offering assistance in a variety of ways.

Music of all types. Live drama and music performance. Cinema and movies.

Reading non fiction and fiction books. Currently Reading:

Meyer, E. More Eric Meyer on CSS. 2004.

Hackos, J.T. and Redish, J. C. *User and Task Analysis for Interface Design*. 1998.

Motor Sports.

Photography; outdoor and industrial.

Sporting pursuits

Skiing (cross country, resort and back-country telemarking, alpine back-country, skating/biathlon), canoe polo, white water and flat water kayaking, mountain biking, road cycling, swimming, rock climbing, mountaineering, canyoning and trekking.