

Introduction

I make complex information easy to understand.

I have designed, developed and delivered high quality and accurate software, technical, engineering, and scientific content in all media forms. I have managed documentation design projects for a range of technical communication products. I have enormous documentation and knowledge management skills.

I work from an end-user's perspective. I am a process, procedure and policy analyst. I have extensive experience writing and analysing complex systems. I am a specialist technical illustrator, and industrial photographer. I have exceptional visual communication development skills that turn words into pictures.

My most effective skill is developing personal relationships. I have an outgoing, people oriented personality, which provides a strong basis for creating excellent technical communication.

I provide exceptional commitment to quality outcomes. I want to step into a long-term role, and move away from self-employment.

Professional Attributes

1. Professional writing skills:
 - Simplified Technical English practitioner.
 - Plain English writer.
 - Scientific and engineering writing.
 - Copy-writing, journalistic, academic, scientific writing.
 - Process and procedure developer.
 - Web, social and print media journalism.
 - Marketing and corporate communication writing.
2. Editing professional:
 - Copy-editing.
 - Management editing.
 - Proof-editing.
 - Indexing.
 - Style guide developer (also content and template).
3. Advanced analysis and interpretation skills.
4. Complex system analysis skills.
5. People and stakeholder management skills.
6. Rigorous strategic thinking and planning skills.
7. Disciplined research skills.
8. Practical problem solving skills.

Technical Communication Skills

- Software help system author.
- Operation, maintenance, installation manual developer.
- Technical manual and product documentation developer.
- Procedure and policy development (including safety tag-out).
- Technical white paper and company report writing.
- E-learning developer and certified trainer.
- Business analysis and report writer, and change manager.
- Customer focussed bid and proposal development experience.
- Advanced tool development for minimising repetitive tasks.
- Technical illustrator, typographer, graphic designer.
- Industrial photographer, and image developer.
- Engineering drafting, flowcharting, and diagram production.
- Videographer and multimedia producer.
- Best practice documentation project manager.

Formal Education

2010-14	Bachelor of Liberal Studies (Creative Writing).	Griffith University
2016-17	Bachelor of Philosophy	Macquarie University
2018	Masters of Research (Modern History)	Macquarie University

Software Skills

Skill	Expertise
Microsoft Office Suite	Expert
Microsoft Visio	Advanced
Adobe Creative Suite products	Expert
Adobe Acrobat Professional	Advanced
Video production (Adobe Premiere, Apple)	Advanced
Simplified Technical English development and	Advanced
CorelDraw, Corel Photo-Paint (to version 11)	Expert
RoboHelp	Advanced
Camtasia / Snag-it	Advanced
CMS (Joomla!) HTML 4, CSS, XML, XSL (hand	Advanced
Audio production	Advanced
AutoCAD/Inventor/Mechanical	Advanced

Recent Professional Experience

Dapsco Pty Ltd

August 1998 to October 2018

Technical Communication

Writing for clients on an ad-hoc basis. Worked with Precision Training preparing training materials and documentation auditing for training certification audits. Developed a training database and warehouse animations in MS Visio. I did a business analysis project on strata plans across Sydney for a private company. I have done video editing for a Royal Australian Chemistry Institute project, and have also worked on several novel, music and screenplay projects.

Access RnD

September 2015 to present

Preparing R&D Tax Incentive submissions for a large range of clients undertaking research and development in Australia. The industries the clients cover included scientific, motor vehicles, software, audio engineering, intelligent transport systems, aerospace and medical.

Macquarie University

January 2018 to October 2018

Masters of Research Thesis examining Australian WWI Logistics developed under the Haig 'New Army' administration structures that solved centuries-old European war logistics problems. Using new Australian War Memorial archival materials, my thesis argues Major-General Sir John Monash built an Australian logistics system using rail, lorries, horses and men. I applied systems theory, geo-spatial analysis, economic history and social history methodologies to unpack a complex, intertwined system built for redundancy and resilience in offence and defence, siege and movement warfare.

Thrombosis and Haemostasis
Society

September 2016 to July 2017

We produced a series of plain English information leaflets for patients with haemophilia. Topics covered included what the disease was, how it was caused, treatments and patient care. Language was standardised using international English, with content single sourced where possible. This was done for translation in the future.

Drumblaster June 2016 to December 2016

Produced the manuals for a concrete truck cleaning system deploying a patented spray head and high-pressure water to blast away concrete accretion inside the agitators.

Sydney Trains September 2014 to May 2015

Developed templates, processes, procedures and assisted with workshops for a new 'whole of life cycle asset management' planning system. Wrote a new style guide and developed a new technical maintenance plan process, re-developing standard operating instructions to improve data reporting.

Transport for NSW July to September 2014

I developed macros and templates and a process that automated compilation of Deputy Director General Reports.

NSW Rural Fire Service April 2014 to June 2014

Created single source user help files using a wiki for the RFS incident management system mobile and smart device update.

BHP November 2012 to October 2013

The BHP 1SAP project developed a mining industry Simplified Technical English (STE) dictionary and vocabulary by modifying the aerospace STE standard. We applied the vocabulary to data-cleansing on inspection documentation for BHP's iron ore division. I also mentored a variety of staff and technical writers of varying backgrounds. I developed boilerplate content used across a range of technical and safety documentation.

Created a very large format diagram of the high voltage power lines (250 kV to 11 kV) in and around Mount Newman and Jimblebar, linking drawing numbers and locations and line pathways to roads, rail lines and town localities, using Google Maps. Also contributed to the development of safety lock-out and repair procedures for high voltage equipment.

Major Achievements

RMS

Developed project management cohesion and quality assurance system adherence. Developed procedural understanding and matched processes and procedures to an existing quality assured project management system. I edited some geotechnical engineering guides.

RailCorp

Created a series of formal procedures to manage 27 individual competencies and a larger number of dependent sub-competencies to complete. This included unpacking an 8 × A3-page portrait flowchart.

Siemens Ltd (Memcor)

I managed user documentation for over 20 products, writing, creating new templates, graphic design and illustration. I developed an intranet providing over 300 technical materials to international agents. I contributed to training and marketing video production.

The SM1 filtration system was designed for non-English speaking third-world communities without access to clean water. I produced manuals using extensive graphic symbology, winning a Society of Technical Communication ‘Certificate of Merit.’

Roads and Traffic Authority NSW

I developed new procedures and training materials by consulting with subject matter experts and running stakeholder forums. To demonstrate one complex process, I produced a 24-page flowchart.

State Property Authority

Compiled technical documentation for the in-house title management “LandSpeed” system. Prepared various user guides and quick guides for other Authority systems.

John Holland Group (Water)

Produced tenders, solved knowledge management, file management, documentation control issues, and audited existing processes. Prepared operation and maintenance manuals, site inspection and test plans for a pumping station, reservoir, and treatment plant.

ASK Learning

Produced quick reference cards for an e-learning authoring tool, web user interface, a wiki/blog development, illustration and other tasks.

Talman Pty Ltd

I wrote user help for a supply chain management system and a meat movement tracking system.

Australia Post

Filled knowledge gaps in 80 documents with Siemens-Dematic engineers, Australia Post engineers and technical staff. I prepared simplified electrical and electronic circuit diagrams using MS Visio from detailed electrical drawings. Technology included robotics, radars, lasers, and optical character recognition.

Metso Minerals Australia Ltd

Managed and coordinated documentation projects producing over 90 manuals, from ~80 pages to >1,000 page multi-volume suites, including translation processes, and stakeholder relationships. I introduced document change processes and version management. I trained clerical staff to write technical documentation.

I solved a two decade-old problem by developing a generic manual production system for a business line, later adopted internationally. Created an interactive Adobe PDF spare parts form enhancing equipment identification and reducing errors.

IDS Enterprise Systems 'Moto-V8'

Wrote the help file system for a motor vehicle Dealership Management System.

Tyco Safety Products

Prepared and maintained traffic system documentation (LED traffic lanterns), the Houghton Highway Bridge Lane Changing System, the SCATS Outstation Transmission Unit, and a help file system for a Motorway Management System (Robohelp X3).

Repco Auto-Tech Encyclopedia

I developed information for an automotive diagnostic software package used daily by ~2,500 automotive tradesmen.

Personal Interests

I have a range of interests, from motor racing (CAMS Historic Eligibility Officer), model railways, academic study, public history (volunteer guide), and music, through to rock-climbing, cross-country skiing, cycling and kayaking (former world champion).