

Introduction

I make complex information easy to understand. I work from an end-user's perspective.

I have designed, developed and delivered high quality and accurate government, engineering, technical, software, and scientific content in all media forms. I design communications programs. I have enormous documentation and knowledge management skills. I have managed documentation design projects for a range of technical communication products. I have extensive automotive engineering, motor racing, trade and mining industry experience.

I can write all content types from press releases to scientific papers. I am a process, procedure and policy analyst. I train and mentor people in technical writing. I have extensive experience writing and analysing complex systems. I am a specialist technical illustrator, industrial photographer and videographer. I have exceptional visual communication development skills turning 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 enjoy long-term roles that develop your technical data and information into award winning customer-focussed communication.

Professional Attributes

1. Professional writing skills:
 - Simplified Technical English practitioner.
 - Plain English, 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. Graphic designer and engineering illustrator
4. Advanced analysis and interpretation skills.
5. Complex system analysis skills.
6. People and stakeholder management skills.
7. Rigorous strategic thinking and planning skills.
8. Disciplined research skills.
9. Practical problem-solving skills.

Technical Communication Skills

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

Formal Education

2010-14	Bachelor of Liberal Studies (Creative Writing).	Griffith University
2016-17	Bachelor of Philosophy	Macquarie University

Software Skills

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

Recent Professional Experience

Transport for NSW

January 2019 to present

Technical Writer

Technical writing and general technical editing on a range of finance and investment documents, asset management planning and general government legal and strategy documents. Prepared a referencing guide for citing and creating bibliographies. Prepared the 2024 [NSW Marine Pilotage Code](#). Developed and maintaining and a SharePoint intranet with document management and document control for the Investment and Assurance team. Editing and producing a technical journal and news line with a strong readership across TfNSW. Running ad-hoc small IT projects. New template creation and automation, training and mentoring team members, and performing business case analysis on IT Systems and equipment procurement proposals.

Craft-Au-Lex

August 1988 to present

Classic, historic, veteran, racing, street vehicle electrical services.

I specialise in automotive electrical services and engineering fabrications for all types of classic, custom, and racing vehicles. Fabrication includes assembly design, machining, metal work, welding, instrument fitting, precision switch repairing, chassis design. I have specialist skills preparing and running race cars (my Stock Honda [superkart](#) and Brisbane-based Dean Tighe and Allan Telfer). Recent projects include 1926 Peugeot, 1969 Mustang, 1970s Mazda rotaries, racing clubman wiring and fabrication, various late model street machines, custom motor bikes, preparing wiring and tuning engines for aftermarket EFI (Microtec, Link and Haltech), and various restoration projects.

Dapsco Pty Ltd

August 1998 to 2019

Technical Communication

Writing for clients on an ad-hoc basis. This included technical engineering documentation suites for water utilities, mining, industrial, transport and medical projects. Prepared a large range of IT system documentation and communication materials for a range of clients. Prepared user documentation for IT companies. Prepared training materials and documentation auditing for training certification audits. Developed a training database and warehouse animations in MS Visio. Business analysis on strata plans across Sydney.

Videography for a Royal Australian Chemistry Institute project. Worked on several novel, music and screenplay projects. Developed an AI-driven 'drive-away fuel theft' prevention system (shelved during GFC).

Access RnD

September 2015 to 2019

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

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. I was engaged and produced all content, from basic engineering instructions to graphics for the documentation suite.

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's 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 into 2016 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 and MS Visio. Also contributed to the development of safety lock-out and repair procedures for high voltage equipment.

Other Engineering technical writing experience

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.'

Metso Minerals Australia Ltd

Managed and coordinated documentation projects producing over 90 manuals, from ~80 pages to >1,000-page multi-volume suites, including managing translation processes into Chinese, Thai and other Asian languages. I implemented document change processes and version management at Metso Minerals Sydney. I trained clerical staff to write technical documentation. I produced technical illustrations from CAD and Inventor files, and produced graphics using Adobe Photoshop and MS Visio.

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

Major Achievements

Transport for NSW and RMS

Repeatedly improving the quality of the annual ten-year rolling asset management plan submitted to NSW Treasury detailing Transport's asset management plan, and the expected costs. All RMS submissions resulted in increased budget as a direct result of the asset management plans presentation. Development of the I&A Referencing Guide, 2024 [NSW Marine Pilotage Code](#), Sharepoint, and other tasks.

John Holland Group (Water)

Prepared operation and maintenance manuals, end-user manuals, site inspection and test plans for the western Sydney grey-water pumping station, reservoir, and treatment plant. This included full illustrations, content development, editing, compilation of all collateral information, and managing the entire production process.

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.

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 very large help file system for a Motorway Management System (Robohelp X3).

Personal Interests

I have a range of interests, from motor racing (I run a stock Honda super-kart), model railways, public history (volunteer guide), and music, through to cross-country skiing, cycling and kayaking (former world champion).