

Curriculum Vitae
James W. Ramsay

Technical Communicator

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Experience:

Technical Training

2001: Adaptive Technology Training Specialist,
State of Colorado
1997-1998: Curriculum Developer,
Decision Consultants, Inc.
1995-1996: Technical Writer, US WEST Communications
1993-1994: Curriculum Developer,
Saudi ARAMCO Corp.
1990-1991: Adaptive Technology Training Specialist, State
of Colorado
1988: Training Coordinator, NOAA/PROFS

Technical Writing

2000-2001: Technical Publications Manager,
Curventa Corp.
1998-2000: Technical Publications Manager,
The Radiance Group, Inc.
1996-1998: Technical Writer, IBM Printing Systems Co.
1995-1996: Technical Writer, US WEST Communications
1989-1993: Documentation Manager,
ViTel International, Inc.
1989: Documentation Specialist, NOAA/PROFS
1985-1988: Technical Editor, NOAA/PROFS

Teaching

1986: Academic Specialist, United States Information
Agency (USIA)
1978-1985: Instructor, University of Colorado Economics
Institute
1983-1984: Lecturer, University of Botswana
1982-1983: Consultant, Institute of Development
Management
1976-1977: Teaching Assistant, University of Illinois
1974-1976: Language Teacher, St. Constantine's School

Project Management

2000-2001: Technical Publications Manager,
Curventa Corp.
1998-2000: Technical Publications Manager,
The Radiance Group, Inc.
1994-1995: Project Administrator,
US WEST Communications
1989-1993: Documentation Manager,
ViTel International, Inc.

Position

Responsibilities

2001:
Adaptive Technology Training
Specialist
Vocational Rehabilitation
State of Colorado

- Evaluate IBM-compatible PC text-to-speech adaptive software for the visually impaired.
- Prepare visually impaired client for transition from Macintosh to PC.
- Train visually impaired client to use adaptive software, Internet tools, MS Office, and other tools for the PC.
- JAWS, MAGic, ZoomText Level 2, WindowEyes, MS Outlook, MS Word, Adobe Photoshop, HomeSite

2000-2001:
Manager of Technical
Publications
Curventa Corp.
Longmont, Colorado

- Write software specification documents, online help, manuals and training materials for a 3-D modeling graphics application.
- Coordinate translation of all documentation into Japanese.
- FrameMaker+SGML, WebWorks Publisher Professional, RoboHelp, HomeSite, MS Word, CorelDraw, MS Project, Visual SourceSafe

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Position	Responsibilities
1998-2000: Manager of Technical Publications The Radiance Group, Inc. Boulder, Colorado	<ul style="list-style-type: none">•Manage a documentation team responsible for writing online help, manuals, training materials, release notes, business plans and marketing materials for a medical information management application.•Maintain requirement and specification documents, project schedules, and publications web sites for a RAD software development project.•FrameMaker, PhotoShop, WebWorks Publisher, HomeSite, MS Word, PowerPoint, CorelDraw, MS Project, Visio, Visual SourceSafe, QA Radar
1997-1998: Curriculum Developer/ Trainer Decision Consultants, Inc. Clearwater, Florida	<ul style="list-style-type: none">•Write training course for teaching technical writing to programmers.•Microsoft Word, PowerPoint, CorelDraw
1996-1998: Technical Writer Decision Consultants, Inc. IBM Printing Systems Co. Boulder, Colorado	<ul style="list-style-type: none">•Write service manuals and user guides for network laser printers.•Design quick reference cards and edit technical illustrations•Prepare service manuals for electronic publishing and CD-ROM distribution.•Develop training materials for teaching technical writing to programmers.•FrameMaker, CorelDraw, Adobe Acrobat, Word Perfect, Adept Editor, Microsoft Word, PowerPoint
1995-1996: Technical Writer Productive Data Systems, US WEST Communications Denver, Colorado	<ul style="list-style-type: none">•Write and maintain user guides and training manuals for UNIX-based outside plant engineering and facilities management GIS system.•Write and maintain online documentation and application help text.•FrameMaker, Snapshot, XV, vi, WebMaker, MS Office (Word, Excel)
1994-1995: Project Administrator Productive Data Systems, US WEST Communications Denver, Colorado	<ul style="list-style-type: none">•Produce and maintain schedules for managing a 14-state outside plant facility management engineering workstation project.•Provide administrative and team communication support.•Supervise a team of project administrators.•Quarterly project plan, weekly project status updates.•MS Project, MS Office (Word, Excel, PowerPoint), Claris Draw
1993-1994: Curriculum Developer Al Hoty Establishment Saudi ARAMCO Corp. Dhahran, Saudi Arabia	<ul style="list-style-type: none">•Control room operator courses for gas/oil separation plants and tank farms.•Write trainer's guide for instructional use of control system simulator.•English language needs assessment study.•Task analysis and job training standards.•Microsoft Word, PageMaker, HyperCard, Canvas, PC/Mac file conversions.
1990-1991: Adaptive Technology Training Specialist Vocational Rehabilitation State of Colorado	<ul style="list-style-type: none">•Install and configure adaptive technology software for visually impaired client on Macintosh computer.•Train visually impaired client in concepts and use of Macintosh graphical user interface and adaptive software for the Macintosh.•CloseView, InLARGE, OutSpoken, Microsoft Word.
1989-1993: Documentation Manager, ViTel International, Inc. Boulder, Colorado	<ul style="list-style-type: none">•User guides and online help for DOS, NetWare, network gateway, and UNIX versions of the ViTel network customer interface communications package.•Software production, worldwide distribution and tracking.•Coordination of software and documentation translation effort.•Word for Windows, Word Perfect, Corel Draw, Ventura, Hijaak, Excel, vi.

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Position	Responsibilities
1989: Documentation Specialist, National Systems & Research NOAA/PROFS Boulder, Colorado	<ul style="list-style-type: none">•User guides for weather and sea ice forecasting workstation systems.•Change control and software/documentation library administration.•Software engineering diagrams, planning charts and presentation materials.•Newsletter, annual report and proposal production and editing.•Word, PageMaker, MacDraw, Adobe Illustrator, FileMaker, HyperCard.
1988: Training Coordinator, National Systems & Research PROFS AWIS Project Boulder, Colorado	<ul style="list-style-type: none">•Training plan for a three-year technical training program to prepare Saudi weather forecasters to use an automated weather information system.•Instructional design and computer-based training research.•Project design documents, budgets, proposals and presentation materials.•Word, MacDraw, MacProject, Excel, dBASE III+, ArabWord.
Sept.- Oct. 1986: Academic Specialist United States Information Agency (USIA) Belgrade, Yugoslavia	<ul style="list-style-type: none">•Seminars and workshops for Business English Communication Seminar, Ljubljana University, Ljubljana, Yugoslavia•Seminar and workshop for English for Specific Purposes In-Service Training, Sarajevo, Belgrade, Titograd and Split, Yugoslavia
1985-1988: Technical Writer/Editor, TS Infosystems NOAA/PROFS Boulder, Colorado	<ul style="list-style-type: none">•Editing meteorology and computer science professional papers and articles.•Editing in-house VAX/VMS User Guide.•Production support for illustrations, posters and presentation materials.•Newsletter, annual report and proposal production and editing.•MacWrite, MacDraw, Word, PageMaker, Word Perfect, EDT, TPU
1984-1985, 1978-1981: English Instructor, University of Colorado Economics Institute Boulder, Colorado	<ul style="list-style-type: none">•English as a second language instruction for foreign graduate students•Textbook, <i>Basic Skills for Academic Reading</i>, Prentice-Hall, 1986.•Development of a reading course and materials based on an introductory economics textbook•WordStar, Edix, Bank Street Writer, Lotus 123
1983-1984: Lecturer, University of Botswana Gaborone, Botswana	<ul style="list-style-type: none">•English language and study skills instruction for undergrad science students•Materials for teaching scientific writing•Learner-centered instruction techniques
1982-1983: Consultant Institute of Development Management Gaborone, Botswana	<ul style="list-style-type: none">•Communication skills course for clerical workers•Course development and instruction
1976-1977: Teaching Assistant University of Illinois Champaign-Urbana, Illinois	<ul style="list-style-type: none">•English language instruction for foreign undergraduate students•Reading textbook materials development

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Position	Responsibilities
1974-1976: Language Teacher St. Constantine's School Arusha, Tanzania	<ul style="list-style-type: none">•English as a second language instruction and curriculum development for primary school pupils•French as a foreign language instruction for primary school pupils

Education:

M.A.: Teaching English as a Second Language, University of Illinois, 1978

B.A.: English, University of Colorado, 1974

Continuing Education:

- Introduction to ASP, Introduction to Perl*, Barnes & Noble University, 2001
- Developing a Single-Sourcing Strategy*, ComTech, 2000
- Adobe Photoshop for Pros*, CompuMaster, 2000
- Corel World*, Rick Altman, 2000
- Technical Overview of XML*, ACM, 2000
- Management Issues, Managing People*, University of Colorado Division of Continuing Education, 1999
- Project Management for IT Professionals*, TechLink Training, 1999
- UNIX Essentials*, Decision Consultants, Inc., 1997
- Outside Plant Design Engineering Basics*, US WEST, 1996
- MS Project*, Training Access, 1995
- Certificate in Computer Applications*, University of Colorado Division of Continuing Education, 1992
- Fundamentals of Telecommunications*, Data-Tech Institute, 1991
- Pedagogical Design of Computer-Based Learning Material*, SALT, 1988
- Programming in dBASEIII+*, University of Colorado Division of Continuing Education, 1987
- Proofreading and Professional Editing*, Colorado School of Mines, 1987
- Advanced PageMaker*, Publishing Resources, 1986

Publications:

- Basic Skills for Academic Reading*, Prentice-Hall, Inc., 1986
- Write Your Own User Guide*, Peer-To-Peer Communications, 1996

Presentations and Seminars

- “Vocabulary Preparation for Reading in the Content Areas,” Teachers of English to Speakers of Other Languages (TESOL) International Conference, May 1980.
- “Written Communication with a Purpose,” “Vocabulary for Specific Purposes,” and various workshops, English Language Seminar: Business English Communication, Ljubljana University, Ljubljana, Yugoslavia, September 1986.
- “Vocabulary Preparation Activities” and two workshops, In-service workshops for secondary school teachers of English for Specific Purposes, Sarajevo, Belgrade, Titograd and Split, Yugoslavia, October 1986.
- “Corporate Downsizing: Opportunity for a New Partnership Between Engineers and Technical Writers,” IEEE International Professional Communication Conference (IPCC97), October 1997
- “Fat-Free Documents: They’re Easier to Translate and Better for Your Heart,” IEEE International Professional Communication Conference (IPCC98), September 1998
- “Writing for the Year 2000,” ACM SigDoc98 Conference, September 1998
- “Access by Design: Web Sites for Audiences of All Abilities,” IEEE International Professional Communication Conference (IPCC99), September 1999
- “Tracking the Elusive Online Help Topic,” Northern Colorado Tech Writers, June 2001 and IEEE International Professional Communication Conference (IPCC 2001), October 2001
- “Single-Sourcing for Real,” Boulder Writers Alliance, August 2001

Professional Organizations:

James W. Ramsay

Society for Technical Communication, Senior Member
Boulder Writers' Alliance
IEEE Professional Communication Society
ACM SigDoc

Awards:

Publication Competition, Society for Technical Communication Rocky Mountain Chapter:
Achievement Award, Books: *Write Your Own User Guide*, 1997
Merit Award, Hardware Repair Guides: *IBM Network Printer 17 Quick Service Guide*, 1998

Online Competition, Society for Technical Communication Rocky Mountain Chapter:
Merit Award, Online Reference Material: *IBM Network Printers Service CD-ROM*, 1998

Achievement Award, Star Program,
Decision Consultants, Inc., December 1997

References and Salary History:

Available on request