

# Résumé

## James W. Ramsay

*Technical Communicator*

*Wide-ranging experience as a technical writer, editor, trainer and manager has prepared me to adjust to rapidly changing environments and readily assimilate new information. I plan documentation deliverables from specifications to shrink wrap, turn big-binder manuals into fat-free guides, and produce everything in-house, from text and graphics to online documents and marketing materials.*

### Recent Accomplishments

- *webMethods*: Used shared content techniques to produce four separate manuals that contain largely the same information so that only one update would be required to update all four manuals. Applying agile development practice to documentation enabled my team to keep up with fast-paced Scrum development.
- *HP*: Produced documentation for solutions being developed offshore, relying on email, NetMeeting and conference calls to work with a diverse group of engineers with a wide range of English skills. Participated in conversion from unstructured FrameMaker to structured XML authoring and content management of digital camera documentation.
- *Research Systems*: Delivered a complete set of installation, user, programmer, and reference documentation for a military image file format module in six weeks. Redesigned user interface for DICOM configuration utility to make it more user friendly—and easier to document.
- *Curventa and The Radiance Group*: Planned the documentation process from the ground up, from single-sourcing English and Japanese manuals and online help to automating an online help review process and implementing an intranet to facilitate internal exchange of information.
- *TIE, Curventa and ViTel*: Coordinated translation of documentation and software with translators and developers.

### Experience:

#### Position

#### Responsibilities

2005-present:

*Senior Technical Writer  
Software AG (webMethods)  
Denver, Colorado*

- Write user guides and administrator guides for webMethods Business Activity Monitoring (BAM) software.
- Participate in agile development of webMethods BAM software.
- Serve on a committee for implementing innovative documentation practices.

*Tools:* Adobe FrameMaker and Acrobat; FrameScript, MS Word, Project, and Excel.

2004-2005:

*Senior Technical Writer  
The Information Engineers  
(TIE)  
Wellington, Colorado*

- Write user manuals for 2005 HP Photosmart digital cameras.
- Coordinate artwork and localization for manuals with project managers and contractors.

*Tools:* Adobe FrameMaker, Photoshop, and Acrobat; MS Word, Project, and Excel.

2004:

*Senior Technical Writer  
Hewlett-Packard, Inc.  
Ft. Collins, Colorado*

- Assemble system specifications for Utility Data Center from project plans and investigation reports.
- Write system administrator documentation for Utility Data Center.
- Convert FrameMaker manuals to DocBook XML.

*Tools:* Arbortext Epic Editor; Adobe FrameMaker+SGML, Photoshop and Illustrator; Microsoft Word, Excel, Project and NetMeeting.

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## Position

## Responsibilities

- 2003-2004:  
*Senior Technical Writer  
The Information Engineers  
(TIE)  
Wellington, Colorado*
- Write user manuals and quick reference poster text for 2004 HP Photosmart digital cameras and accessories.
  - Coordinate artwork and localization for manuals and posters with project managers and contractors.
  - Convert FrameMaker manuals to XML.
- Tools: Arbortext Epic Editor, Antenna House XSL Formatter; Adobe FrameMaker, Photoshop, and Acrobat; MS Word, Project, and Excel.*
- 2002-2003:  
*Senior Technical Writer  
Research Systems (RSI)  
Boulder, Colorado*
- Write installation and configuration manuals, user guides, and reference manuals for imaging APIs.
  - Provide installation and documentation content for software release Web sites.
- Tools: FrameMaker, Paintshop Pro, MS Word, Macromedia HomeSite, Visual SourceSafe, VBScript, IDL, ENVI.*
- 2002  
*Contract Technical Writer  
bivio  
Boulder, Colorado*
- Write an online and print user guide for the bivio Web-based investment club management tool.
- Tools: FrameMaker, WebWorks Publisher, PhotoShop, SnagIt, HomeSite.*
- 2002  
*Adjunct Instructor  
Univ. of Colorado at Denver  
Denver, Colorado*
- Teach graduate and undergraduate students Web design.
  - Develop Web design syllabus and curriculum.
- Tools: Simple Text, BBEdit, Macromedia Dreamweaver, HomeSite, Photoshop, Flash, PowerPoint, MS Project.*
- 2000-2001:  
*Manager of Technical  
Publications  
Curventa Corp.  
Longmont, Colorado*
- Manage a team and write software specification documents, online help, manuals, and training materials for a 3-D modeling graphics application.
  - Coordinate translation of all documentation into Japanese.
  - Structure documentation for conversion to XML content management system.
- Tools: FrameMaker, WebWorks Publisher Professional, Photoshop, Clientele, RoboHelp, HomeSite, MS Word, CorelDraw, MS Project, Visual SourceSafe.*
- 1998-2000:  
*Manager of Technical  
Publications  
The Radiance Group, Inc.  
Boulder, Colorado*
- Manage a team and write 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.
- Tools: FrameMaker, PhotoShop, WebWorks Publisher, HomeSite, MS Word, PowerPoint, CorelDraw, MS Project, Visio, Visual SourceSafe, QA Radar.*
- 1996-1998:  
*Technical Writer  
Decision Consultants, Inc.  
IBM Printing Systems Co.  
Boulder, Colorado*
- 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.
- Tools: FrameMaker, CorelDraw, Adobe Acrobat, Word Perfect, Adept Editor, Microsoft Word, PowerPoint.*
- 1995-1996:  
*Technical Writer  
Productive Data Systems,  
US WEST Communications  
Denver, Colorado*
- 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.
  - Publish *Write Your Own User Guide*, Peer-to-Peer Communications, 1996.
- Tools: FrameMaker, Snapshot, XV, vi, WebMaker, MS Office (Word, Excel).*
- 1994-1995:  
*Project Administrator  
Productive Data Systems,  
US WEST Communications  
Denver, Colorado*
- 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.
- Tools: MS Project, MS Office (Word, Excel, PowerPoint), Claris Draw.*
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1993-1994:

*Curriculum Developer  
Al Hoty Establishment  
Saudi ARAMCO Corp.  
Dhahran, Saudi Arabia*

1989-1993:

*Documentation Manager,  
ViTel International, Inc.  
Boulder, Colorado*

1985-1989:

*Technical Writer/Editor  
NOAA/PROFS  
Boulder, Colorado*

### Responsibilities

- Develop gas/oil separation plant and tank farm control room operator courses.
- Write trainer guide for instructional use of control system simulator.
- Conduct English language needs assessment study.
- Perform task analysis for job training standards.

*Tools:* Microsoft Word, PageMaker, HyperCard, Canvas, PC/Mac file conversions.

- Write user guides and online help for wide-area communications network customer interface software.
- Produce, distribute, and track software and documentation worldwide.
- Coordinate software and documentation translation into French, German, Spanish, and Japanese.

*Tools:* Microsoft Word, Word Perfect, Corel Draw, Ventura, Hijaak, Excel, vi.

- Edit meteorology and computer science professional papers and articles.
- Produce and edit weekly newsletter, quarterly and annual reports, and proposals.

*Tools:* MacWrite, MacDraw, MS Word, PageMaker, Word Perfect, EDT, TPU.

### Education:

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

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

### Professional Organizations:

*Society for Technical Communication, Rocky Mountain Chapter:*  
Senior Member, Online Competition Judge

*Boulder Writers Alliance*  
Member, 2005 President

*IEEE Professional Communication Society*  
Member, Conference Presenter

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