

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

- *Pillar Data Systems*: Participated in the implementation of a documentation solution using DITA and the Astoria on Demand online content management system.
- *webMethods*: Used shared content techniques to separate dual-product manuals into easier-to-understand single-product manuals that required less effort to maintain than the dual-product 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.
- *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 manuals and online help to 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

2008-present

*Senior Technical Writer
Pillar Data Systems
Longmont, CO*

- Write installation guides and release notes for path management software.
- Write integration guides for third-party solutions and user documentation for remote replication software.

Tools: Arbortext Editor; Astoria on Demand; Adobe FrameMaker, Acrobat, and Photoshop Elements; MS Word, Project, and Excel.

2005-2007:

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

- Write user's guides and administrator's 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; 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.

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Responsibilities

- 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 Editor; Adobe FrameMaker+SGML, Photoshop and Illustrator; Microsoft Word, Excel, Project and NetMeeting
- 2003-2004:
*Senior Technical Writer
The Information Engineers
(TIE)
Wellington, Colorado*
- Write user's 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 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
*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 Radianc 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).
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Responsibilities

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.

1993-1994:

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

- Develop gas/oil separation plant and tank farm control room operator courses.
- Write trainer's 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.

1989-1993:

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

- 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.

1985-1989:

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

- 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
2005 President, Expo Presenter*

*IEEE Professional Communication Society
Member, Conference Presenter*
