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

- *Oracle Corporation:* Converted content from book organization to subject domain organization to facilitate sharing of related content topics and elements. Helped develop a workflow to deliver quality-crafted subject domain content to users whenever and however they need it.

- *Pillar Data Systems*: Used shared content techniques to document 48 versions of a path management installation guide for 17 different operating system versions and flavors using DITA and the Astoria on Demand online content management system. Also documented system architecture, data replication and disaster recovery, software integration features, and best practices for implementing third-party software solutions. Developed a wiki for documentation procedures.

- *webMethods*: Used shared content techniques to repackage dual-product manuals into separate 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 participate in fast-paced Scrum feature 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.

- *Online help systems*: At the Radiance Group and Curventa, set up systems for single-sourcing manuals and online help from Framemaker source files using WebWorks Publisher. At Pillar Data Systems, produced MAN pages and perl POD (plain old document) files from DITA source files using an internally developed system based on DITA-OT TROFF output. Also provided content for JavaHelp output.

Experience:

Position	Responsibilities
2012-2013 *Principal Technical Writer* *Oracle Corporation* *Broomfield, CO*	• Participate in the transition from writing books to writing topic-oriented content using DITA. • Develop content for installing and maintaining path management software.. • Develop content for administration and maintenance of SAN storage solutions. *Tools:* Arbortext Editor; Astoria on Demand; Adobe FrameMaker, Acrobat, and Photoshop Elements; MS Word, Project, and Excel.
2008-2011 *Senior Technical Writer* *Pillar Data Systems* *Longmont, CO*	• Write installation guides and release notes for path management software. • Write user documentation for data replication and disaster recovery software. • Maintain documentation procedure wiki. *Tools:* Arbortext Editor; Astoria on Demand; Adobe FrameMaker, Acrobat, and Photoshop Elements; MS Word, Project, and Excel.

Position	**Responsibilities**
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.
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 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.

Position	**Responsibilities**

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.

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:
Online Competition Judge

Boulder Writers Alliance
Presenter, Program Co-Chair, 2005 President

IEEE Professional Communication Society
Conference Presenter