

D. Bryce G. Hurst

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Objective:

A position that will exercise my web development skills.

Skills:

- Programming online help systems
- Designing page layouts and document templates
- Structuring and chunking information for ease of access and scanning
- Designing user interfaces and testing for usability
- Creating graphics
- Tailoring procedural, reference, and conceptual text to specific audience needs
- Researching software and interviewing programmers
- Planning and scheduling documentation projects
- Indexing

Tools and Technologies:

- Programming languages: Tcl, JavaScript, ActionScript, Java
- Markup languages: SGML, XML, HTML
- Publishing tools: FrameMaker, Word, Acrobat, WebWorks Publisher, Photoshop, Flash, Visio, RoboHelp, DynaText/DynaWeb
- Other software: Excel, Visual SourceSafe, ClearCase

Experience:

Freelance Web Editor (2008 - present)

- Updated website language and layout to customer specifications.
- Ported existing website to WordPress platform.

Technical Writer, WebSolve (consulting) (2004 - 2006)

- Rebranded documentation set.
- Updated existing manuals and online help for new software release.

Production Editor, IBM (consulting) (Apr 2005 - Jan 2006)

- Edited technical articles for the Database Management section of IBM's DeveloperWorks website, communicating with authors and coordinating publication with other editors and graphic artists.
- Wrote a script to assist my fellow editors in searching the central database of articles.
- Updated archived articles to conform to a new XML DTD.

Senior Technical Writer, Avesta Technologies / Visual Networks (01/2000 – 04/2005)

- Produced administration guides, installation guides, training course materials, and programming reference guides for network management products.
- Trained and supported junior writers on production tools (FrameMaker+SGML, Photoshop, Acrobat, DynaWeb) and procedures.
- Planned document set and directed document production for version 2.2 of Trinity, a network management product.

(Senior Technical Writer, Avesta Technologies / Visual Networks continued)

- Represented documentation staff at feature design meetings and bug review meetings.
- Contributed to the organization and documentation of internal development processes.
- Maintained online help system and production support files (SGML DTDs, style sheets, FrameMaker+SGML templates and format rules).
- Created icons and other images for use in product GUIs.

Staff Technical Writer, Avesta Technologies (01/1997 – 01/2000)

- Implemented a single-source production process for printed books and online help.
- Developed SGML DTDs for user documentation and training materials.
- Designed page layouts for printed manuals.
- Created and maintained FrameMaker+SGML templates, format rules and conversion rules.
- Designed and implemented a web-based online help library. Developed a usability test for the help interface, conducted the test on 10 subjects.
- Created and maintained style sheets for conversion to HTML.
- Programmed an HTML production utility in Tcl/Tk.
- Produced administrator, user, API, and installation guides for network management products.
- Created icons and other images for use in product GUIs.

Technical Writer, Platinum Technology (08/1996 – 01/1997)

- Updated installation and user manuals for data repository products.
- Prepared a PDF document library for CD-ROM distribution.

Accomplishments:

- Became recognized on the development team for technical product knowledge. Provided technical support to quality assurance staff, and interface design input to programmers.
- Trinity documentation described as “clear, comprehensive, and helpful” by NetworkWorld Fusion reviewers.
- Named “Developer of the Month” in April 1998 (one of only four months that such awards were given), for work on the Trinity online help system.

Education:

- Professional Certificate in Technical Writing, American University of Paris, 1995. Courses included technical writing, programming in Pascal, basic telecommunications, desktop publishing, interpersonal skills, documentation project planning.
- University of Missouri-Columbia, Bachelor of Arts, 1994. Major: Cultural Anthropology. Minor: English.
- Training in WebWorks Publisher (Advanced) from Scriptorium.
- Training in Information Mapping from Information Mapping, Inc.
- Training in Basic Networking from Learning Tree International.
- Training in User Interface Design from Human Factors International.