



## ICS DreamTeam Member No 2458 CV

### Profile:

He has 10 years' experience as a business analyst / technical author in IT including wide-ranging experience in financial services, automotive, telecommunications, aerospace and the travel industry. As a business analyst he has experience of recording and analysing business process, process design, capturing requirements, and writing use cases. He has been responsible for identifying business problems, proposing solutions and improving quality. As a technical author, he has designed and developed the full range of technical and user documentation in all delivery formats. He also has extensive knowledge of content management systems. He has been described as versatile, resourceful and dynamic.

### Technical Skills Summary:

Technologies:

- Data Content Management, HTML, CSS, XML, XSL, ASP, Corporate Wiki, eLearning, .NET, JavaScript, Java, Visual Basic, C++, Fortran and Basic.

Operating Systems:

- Vista, Windows XP, UNIX, VAX VMS, MS DOS.

Software / Skills:

- Confluence, MS Office, Word (expert), PowerPoint, Excel, Access, ARIS, MS Project, Framemaker 9, RoboHelp, Photoshop, Visio Pro, FrontPage, Lotus Notes, Acrobat, Continuous (CM Synergy), Rational Soda RUP, CMM, CBIquick (CBT), Siebel.

### Work Experience:

From – To: March 2010 - Present

Role Title: Technical Author (Financial SW Development – Java)

Description: Working in the Java web application development team. Working closely with SW architects and developers. Writing and organising technical documentation for web-based applications. Writing development standards, architecture and project documentation. Confluence Wiki administrator. Responsibility for all the companies' documentation on the Wiki. Use of Confluence plug-ins and macros.

Customer: Hansard Administration Services, Isle of Man (working from home)

From – To: January 2010 – March 2010

Role Title: Business Analyst

Description: Off-shoring of BP's customer service department to Budapest. Working as an onsite Skillset consultant. Business process and experience capture for knowledge transfer (KT). Conducting and recording capture sessions with business personnel. Producing content and process maps for as-is and to-be processes in ARIS. Writing job aids and FAQs and loading into Siebel. Planning and organizing training and work shadowing for new CSRs. Writing assessment criteria. Creating exercises for the CSRs based on business scenarios. Managing and supervising the work shadowing and training for CSRs on site. Reference available.

Customer: BP, Breakspear Park, Hemel Hempstead

From – To: September 2009 – January 2010  
Role Title: Technical Author / Trainer (Financial SW)  
Description: Writing and maintaining user documentation and training materials for Microgen Accounting Hub. Delivery of training courses to consultants. Close liaison with business analysts and software designers. Accounting Hub is a transaction database, ledger, and financial reporting tool that is customisable for various industries including Banking, Insurance and Digital Media  
Customer: MicroGen, Bishopsgate, London

From – To: January 2009 – September 2009  
Role Title: Process Analyst / Technical Author  
Description: Analysis of documentation production process with a view to improving efficiency and quality. Implemented a number of quality and process improvements. Development of a DITA prototype (XML content management system), using Framemaker 9 Structured version, as part of a proposal to senior management. Follow-up contract expected to implement the DITA solution. Writing/maintaining Financial Instruments Guide for Wall Street Suite, an end-to-end banking solution used by major Central and Commercial Banks. Working closely with financial analysts and software engineers.  
Customer: Wall Street Systems, Sophia Antipolis, France

From – To: January 2008 – January 2009  
Role Title: Business Analyst / Programme Strategy and Planning  
Description: Working on a large-scale server and database consolidation programme (Data Centre Server Consolidation), migrating servers and associated databases and applications into a virtual unified environment. Business strategy, project planning, and work stream management. Researching and writing communication plan and communications for technical and business audiences. Project progress reporting for high-level management. Maintaining operations documentation for all affected applications  
Customer: Transport for London, Victoria

From – To: May 2007 – January 2008  
Role Title: Business Analyst / Technical Author  
Description: Designing and writing a knowledge base for an organisation-wide IT support framework for GBM (Global Banking & Markets). Writing and maintaining the Essential Adoption Requirements for the Framework. Developing templates for Disaster Recover, Operating Procedures, Service Level Agreements, Capacity Planning and User Support. Compliance with ITIL and Microsoft Operations Framework (MOF). Development of a Share Point site for the project including development of a user survey for application/service support team self-assessment.  
Customer: Royal Bank of Scotland (RBS), London

From – To: September 2006 – April 2007  
Role Title: Process Analyst / Technical Author  
Description: Analysis of publishing process. Improving group documentation quality. Writing detailed service descriptions (DSD) on the subject of security transactions, including bonds, equities and investment funds. Chasing subject matter experts and reviewers, solving conflicts between reviewers, finalising and publishing documents to very tight deadlines. Template creation and maintenance. MS Word troubleshooting and macro development.  
Customer: EuroClear Bank, Brussels

**From – To:** March 2001 – September 2006  
**Role Title:** Technical Author (SW development)  
**Description:** Working in a Java software development environment. Working closely with architects and developers. Writing API documentation for in-car “infotainment” systems (navigation, communication and entertainment). Developer course training materials. Automatic generation of documentation via XML. Development of XSL templates. Document change management and configuration control using Continuous (CM Synergy). Generation of JavaDoc. Responsibility for the development and maintenance of Siemens intranet web pages including ASP and Java scripting. Development of CSS style sheets. Development of Word templates and VB macros. CMM certification documentation. Editing and translating.  
**Customer:** Siemens VDO Automotive, Sophia Antipolis, France

**From – To:** April 2003 – September 2006  
**Role Title:** Technical Author (Financial SW, Website Developer)  
**Description:** Documentation and systems analysis for core banking product – Slater Labs Documentation for SecureCode. A system for authenticating online credit and debit card payments – MasterCard.

- Development and maintenance of a commercial web site for a leisure product business. Search Engine Optimisation (SEO).

**Customer:** Various home based projects

**From – To:** January 1999 – March 2001  
**Role Title:** Technical Author  
**Description:** Writing and editing Disaster Recovery Plan (DRP) processes. Writing use-cases and functional specifications for Credit Risk project. Design and development of print documentation and help systems for Credit Risk application modules. Production of cross-platform help systems using the RoboHelp single-source methodology. Design and maintenance of single-source process and templates. Responsibility for the presentation quality of online and print deliverables. Writing support SLAs. Development of Word 97 macros and templates. Design and development of training materials. Compliance with ITIL and CMMI. Delivery of documents in PDF format.  
**Customer:** UBS, Zurich, Switzerland

**From – To:** April 1998 – January 1999  
**Role Title:** Technical Author  
**Description:** Writing user documentation. Writing the GUI design guidelines document for Distributed Systems. Writing the DS Development Toolkit Reference Guide (based on Visual Basic 5). Development of Word 97 templates. Design of a Lotus Notes documentation database. Design and development of training materials. Development of QA documentation.  
**Customer:** Amadeus (Distributed Systems), Sophia Antipolis, France

**From – To:** June 1996 – April 1998  
**Role Title:** Technical Author  
**Description:** Working closely with architects and developers. Writing documentation for a new telecommunications product (GAT) in American English. GAT was an add-on toolkit for Digital's telecommunications network management system (TeMIP). It was used to develop Access Modules which provided management interfaces for network equipment (e.g. switches, multiplexers). Updating TeMIP documentation and converting to HTML. Development of Word 97 templates.  
**Customer:** Digital Equipment (Telecoms Engineering), Sophia Antipolis, France

From – To: March 1990 – June 1996  
Role Title: Technical Author / Trainer / Web Author / Doc Manager  
Description: User and technical documentation for business applications. MS Windows Help and CBT Authoring. Web site design and development. Responsibility for a number of projects including, planning, supervision, recruitment and quality. User training course design, production of training materials and course delivery. Business application implementation. Close liaison with development, implementation and support groups. GUI design. User support. Editing and proof reading. Translations French to English. Extensive travel throughout Europe to deliver training courses  
Customer: Digital Equipment, Evry, France

From – To: January 1989 – March 1990  
Role Title: Technical Author / Editor  
Description: Writing software user manuals for the 5ESS-PRX telephone exchange. Gathering information from on-line sources (e.g. feature specification database, system load source code) and laboratory sessions. UNIX programming and text processing. Manual configuration control. Documentation database co-ordination. Editing and proof reading  
Customer: AT&T Network Systems International, Hilversum, Holland

**Education:**

1987 Degree in Production Engineering BSc. (Hons) Class II (1), Nottingham University  
1983 ONC Mechanical Engineering - Distinction, Chesterfield College of Technology  
1981 GCE O Levels - 7 subjects including Mathematics and English Language

**Training:**

2006 ITIL Foundation Training  
2000 Information Mapping - 3 days, DECwrite - 3 days, Digital France  
1990 Technical Authorship - 7 week full-time course, Chequers Bureau, Huntington