David A. Lance

RESUME OF QUALIFICATIONS
With a cover letter especially prepared for your eyes only

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2018

Thank you for your kind consideration of me for this role.

I've enclosed my resume. It says I know how to work. It says I can study the requirements as laid out by the engineers. ZenDesk. Got it. StopLight. Got it. API's. Little experience writing. But plenty of experience reading and understanding their purpose. In possession of that, the writing becomes relatively easy. Strong desire and motivation to learn? Yes. Capability? Yes. Work with excellent people? Yes! I want to come to work on Monday mornings and take root in a greenhouse, not struggle and compete for survival in a barren desert.

The position requires that I learn new technical concepts quickly? Yes. That is me. Give me a chance. Test me. You'll see quickly enough. I have a BA in Economics. And I read Ben Frain for fun. Put me to the test.

I want to take on this role. I'll make myself available for phone and in-person interviews.

Kind regards,

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Skills Summary   Experienced writing both software and hardware content. Seasoned combination of old school sensibility and cutting-edge capability. Self-motivated. Collaborative. Constantly learning and improving. Advanced QA and engineer social skills. Team player. Highly productive. Logged at least 20,000 hours in all standard technical writing and doc management tools. Constantly learning and applying new technologies. Working knowledge of Linux and DITA, IEEE specifications, and UML diagramming. Adept at researching, writing and publishing all forms of user and engineering-targeted docs, on-line help, release notes and training materials –Captivate 2017 content administered in a Moodle LMS.

Tools Summary   FrameMaker, InDesign, Word, RoboHELP (and Madcap Flare), Adobe Captivate, Git, SharePoint, browser dev tools, Dreamweaver, Photoshop, Illustrator, QuarkXpress 7, XMetal, <oXygen/> and XML from scratch. Extensive skillset in digital video production.

Work History

Sept 16 - Present	HUMAN SERVICES RESEARCH INSTITUTE	Cambridge, MA
	Videographer/Training Content Developer/Instructional Designer	

Design training materials in this new effort. Produced video and Adobe Captivate 2017 training materials for 700+ surveyors located in 46 states. Develop content, storyboards, mock ups and video-enhanced self-paced training modules. Work with platform presenters to develop PowerPoint/Adobe Presenter interactive materials. Evaluated (and rejected) Adobe Prime as a Learning Management System. Developing and administering a Moodle Learning Management System (LMS) running in a Linux/Apache/MySQL/PHP (LAMP) environment. This generates reports which allows my client to monitor user activity.

June 17 – Sept 17	FIDELITY INVESTMENTS	Boston, MA
	Sr. Technical Writer	

Gathered several hundred procedures as MS Word documents from a broad cross-section of business and data analyst SMEs. Prepared these for conversion to DITA. Organized text. Captured, standardized, and optimized images. Organized repositories of linked .msg and .xls files. Prepared documents with headers and sections that could be easily converted to DITA formatting. Created maps on DxNavigator/Sharepoint platform. Created reference, concept and task topics. Assigned NavigationMenus structure, SiteVersion, AssetTypes, MapReferenceKeywords and SearchIndexKeywords in the DX4 interface. Edited topics using online version of <oXygen/>. Worked in the XML code for setting links to images and .msg and .xsl files. Rendered content in a 3-tier menu system. Participated in card sort to hone the taxonomy of this navigation system.

Dec 11 – June 17	**CLEAR DIRECTION STUDIO**	Bedford, MA

Videographer/Technical Writer

Independent study and practice of video development, editing and DITA integration. Was invited to speak on video and DITA at the 2016 CIDM conference in Reston, Virginia. Worked extensively with all aspects of video production. Built a high-performance PC for editing video. Expert in Adobe Premiere Pro and After Effects. Devoted extensive attention to editing skills. Comprehensive skillset creating video in a production environment. Can set up and shoot with multiple cameras and high-quality MP3 audio recording equipment, edit, and deliver a finished piece to a client on the same day.

Dec 12 – Sept 13	**BOSE**	**Framingham, MA**

Technical Writer

Designed and wrote documentation for SoundTouch Wi-Fi system SA-4 amplifier and stereo music systems. Also worked with SMEs to learn new Bose proprietary streaming online music services, and to integrate their new computer/mobile device user interface into the documentation and to write online help. Worked closely with graphic artists to develop illustrations for the documents. Also assembled multi language, poster-size documents for several smaller music systems. Gently advocated for using video on an iPhone/other handheld device for setup and installation content while the user setup their Bluetooth connections with those devices.

July 12 – Dec 12	**STRATUS CORPORATION**	**Maynard, MA**

Technical Writer

Linux and VMWare Jumpstart Guides – worked with engineering, QA and product management to update these software installation overview documents. Edited text and illustrations to integrate new hardware updates. Used Adobe Acrobat 9 shared review to solicit team /engineer comments and edits. Finalized and prepared files for production. Used MS Visio to diagram network installation scenarios.

Apr 10 – Sept 11	**NETSCOUT**	**Westford, MA**

Senior Technical Writer

Technical writer for the nGenius Performance Manager and InfiniStream Deep Packet Capture Appliance groups.
Performance Manager Installation Guide – worked with engineering, QA and product management SME's to update the software installation guide.
InfiniStream Installation Guide, Hardware Reference, Upgrade Guides – worked closely with engineers, QA and product management to update manuals for frequent releases. Updated release notes. Set up appliances in the lab and used for testing.

Aug 08 – Jan 09	**VERIVUE**	**Westford, MA**
	Technical Writer	

Technical writer for the Verivue Video Delivery Switch hardware. Used <oXygen/> 10.0 XML editor.

Video Delivery Switch (VDX) Software Setup Admin Guide Chapter – researched from functional specs, test plans and software engineers. Compiled in tocjsbis and .pdf.

(VDX) Video Services Admin Guide Chapter – wrote concept topics from design and functional specs. Developed a platform for future video services support topics.

(VDX) Network Configuration Admin Guide Chapter – worked from functional specs and test plans to write network configuration DITA concept and task topics.

(VDX) Field Replaceable Unit Admin Guide Chapter – wrote task topics that explain how to remove and replace six field-replaceable VDX components.

Jan 08 – Mar 08	**MERCURY COMPUTERS**	**Chelmsford, MA**
	Software Writer	

Software writer for the Cell Broadband Engine products. Completed the following:

MultiCore Plus Diagnostics User's Guide – for a Linux-based diagnostics application that was developed for Mercury engineers and customers. Worked closely with lead engineer to write installation sequence, user procedures and test descriptions.

MultiCore Plus FrameWork Cell BE Programming Reference Guide - This was the major project. Added four functional specifications and approximately 100 API functions to an existing library of several hundred functions. Enhanced and corrected the existing documentation. Added 246 pages to document.

Redhat to Fedora Core Migration Guide – procedural guide to migrate from Linux Redhat to Fedora Core 7 on Cell-based products.

Cell Accelerator Board (CAB) Windows Driver and Host Software User's Guide – worked with the lead design engineer to outline and write this guide for running Windows on the CAB hardware component. Used MS Visio to develop illustrations.

| Jan 04 – Nov 07 | **NETWORK ENGINES, INC.** | **Canton, MA** |
| | **Software / Hardware – Principal Writer** | |

Integral member of software development team. Created multiple new product lines in startup environment. Helped with GUI design, information architecture, wording of menus, dialog boxes, error messages, etc. Created online help systems.

Wrote hardware unpacking, installation and setup guides, software installation and configuration guides, and administrator guides with chapters for each feature. Wrote all release notes for new version releases.

Managed update and patch management release notes and email notifications.

Maintained .pdf repository of customer-facing documents on corporate Web site.

Contributed to marketing content (for Web site, trade shows, video.)

Delivered extensive user documentation and occasional online help for partners including Microsoft, Commvault, Computer Associates, Juniper, Covast, and Whale IAG. Developed comprehensive documentation for Microsoft ISA Server 2004/2006.

Special Project: *Built a Flash/video presentation that was distributed by marketing on CD and on the corporate Web site. Proposed project, developed concept, wrote script, captured video. Worked with a Flash designer to develop GUI and ActionScript for interactivity. Edited video using Premiere Pro 1.5. Delivered on time and under budget to rave reviews. Was invited by CEO to show finished presentation to the company at an all-hands meeting.*

| May 03 – Jan 04 | **ACCESS INTERNATIONAL** | **Cambridge, MA** |
| | **Software – Principal Writer** | |

Specifications and engineering documents and end-user content, release notes. Maintained and updates to administrator guide. Designed a comprehensive online help system.

Special Project*: Wrote a proprietary integration and customization guide (of approximately 100 pages) for Memorial Sloan Kettering.*

| Feb 02 – Jul 02 | MEASURED PROGRESS | Dover, NH |
| | Software – Principal Writer (Contract) | |

Designed and created online help and documentation for the State of Georgia Web-based comprehensive assessment application. Worked with developers and field trainers to gather and write content. Produced and delivered online help and multiple administrator guides that were customized for specific instructional environments. Invited to develop system and software specifications for an additional project.

Special Project*: Worked with a broad spectrum of educators and software engineers to analyze, identify and capture requirements. Developed use cases. Used UML to diagram object relationships and to model computational processes. Wrote a full set of software specifications using IEEE templates. Assembled and published all documents to the satisfaction of the management team and the board of directors.*

| May 00 – Nov 01 | **GENUITY** | **Burlington, MA** |

GENUITY Burlington, MA
Software / Hardware – Lead Writer for Black Rocket Hosting (Permanent)

Principal writer, with one junior writer reporting to me, for both Windows and UNIX "Black Rocket" e-business engineering teams. Researched, wrote and maintained customer-facing hosting documentation for both operating systems. Developed extensive documentation for Microsoft .NET and SQL environments, and for Apache HTTP server hosting for the Unix team. Worked with auxiliary design teams to document Genuity's *HTTP Site Acceleration* and *Network Server Load Balancing* products. Developed online help for several Windows Server 2000 installation applications. Implemented a documentation management system within the ePubs group that was based on JoAnn Hackos methodologies.

Special Project: *Led a class in Macromedia Flash one morning per week. All technical writers in the ePubs group were invited to attend, and many did. We studied Lynda Weinman's Flash 4 and ActionScript books and video tutorials.*

Jan 00 – Mar 00   **EXCELERGY** Cambridge, MA
Software – Team Writer (Contract)

Principal writer for a group that developed a web-based billing application for utility companies. Researched, designed and wrote user-facing documentation sets, including user guides, implementation guides, administrator guides & some API's. Used Visio to diagram telephony systems.
Special Project: *Developed an elaborate, interactive online help template that utility company partners could customize for their billing systems. Built in HTML, using CSS & JavaScript. Unveiled with significant fanfare to everyone in the company.*

Oct 99 – Dec 99   **ARTISOFT** **Cambridge, MA**
Software – Team Writer

Assisted ePubs team to edit, organize and index an administrator guide for the TeleVantage product line. Converted legacy FrameMaker files into RoboHTML, and worked with team to develop an online help system.
Special Project: *Created a small, laminated, pocket reference card for users to keep by their phone. It explained the telephony features and keypad entries.*

| Aug 95 – Jun 99 | **AMERICAN POWER CONVERSION, Inc.** | **Billerica, MA** |
| | **Hardware – Principal Writer** | |

Provided fast-paced documentation research and writing for all product lines for the entire company. (From surge protection to data center systems.) Audiences ranged from electrical engineers and IT datacenter managers to non-technical consumers. Supported four engineering divisions. Developed extensive multi-tasking techniques. Eventually interviewed and hired two additional writers. Helped organize these into a functioning documentation team.

Special Project: Took the datacenter management group for myself. Developed all documentation for the new Symmetra product line. Built an extensive library of detailed, isometric, 3-D line art using CorelDraw 9. Researched, designed and created a fifty-page administrator's guide. Managed the intricate translation and publishing efforts for twelve western and eastern European languages, and three Asian languages. Designed and created site preparation guides, "fax-back" implementation sets, installation guides, wordless unpacking sheets (to reduce translation costs), troubleshooting/FAQ's, and technical specifications for all datacenter products. Designed documentation into a modular, single-source format to streamline print and web delivery. Worked with translation companies to localize and publish nearly all docs, often coordinating the translation of one chapter while writing the next.

| May 94 – Aug 95 | **ALABAMA POWER COMPANY** | **Atlanta, GA and Birmingham, AL** |
| | **Software – Principal Writer** | |

Delivered engineering documentation for the STOMP (Standard Transmission Operations and Maintenance Program) logistical organization tool. The application replaced legacy, paper-based logistics system. Audience was internal employees familiar with logistical procedures, but unfamiliar with the new computer interface.

STOMP Engineering Documentation - Wrote a set of functional documentation for STOMP, a GUI design guide, programmer naming conventions, version control standards, a set of hardware architecture specs, and a data model spec.

STOMP Online Help System - Designed and implemented an online help system using RoboHTML. Worked with trainers to achieve usability and accuracy standards.

Special Project: With the success of the STOMP rollout, was asked to document PowerMap. This was an application that integrated GPS with a fleet of emergency vehicles and a vector mapping system that identified switches, transformers, and other components of the electrical infrastructure on a geographic grid. Wrote a full set of user documentation. Designed and implemented a marketing presentation that was shown to executive management and helped secure funding for the project.

Education, Classes and Conferences:

2010   **Technical Writing Certification Training** – Middlesex Community College

2006 - 2007   **UML Training** – Completed New Horizon UML training.
                Linux Training – Completed Linux introductory training.

Sep 05   **Harvard Extension Video Production Class** – formal training in video production and editing procedures. Also completed all remaining classes towards a B.A. in economics.

May 01   **Society for Technical Communicators Conference**, Chicago, IL – Technical writer's conference. Videotaped an interview with JoAnn Hackos and shared her insights with the ePubs technical writing team back at Genuity.

Mar 00   **FlashForward 2000 & Flash Film Festival,** San Francisco, CA – Macromedia Flash intensive three day conference. Self-initiated and financed.

Education: **HOPE COLLEGE, Holland, Michigan** – Bachelor of Arts in Economics

References: Excellent personal and professional references available upon request.

Letter #1

To Whom It May Concern:

David Lance has been working with our group to prepare the documentation for our MultiCore Framework library. This library consists of several hundred functions. In this case, we were adding four functional specifications to the library that consisted of approximately 100 new functions, as well as correcting and enhancing the existing documentation. In addition, it was critical to get the release with the accompanying documentation out on time.
David was just wonderful to work with. He really became a member of our team. This was a large and difficult task, done under great time pressure. He responded to every one of our requests with grace in an amazingly timely fashion. Clearly it was important to him that we were satisfied with state of the documentation. The documentation is the first thing the customer sees, so I believe it is very important that it be done well. He helped us to meet this objective. I thank him for his effort, and I strongly recommend him.

Myra Jean Prelle, Ph.D.

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Letter #2

My name is Ken Curry and I am a Principal Software Engineer in the Systems Software group at Mercury.

For the last two months, Dave has been the Tech Writer for the Cell Diagnostics project, in addition to his other writing assignments. I am extremely pleased with the work he did that resulted in the completion of the Cell Diagnostics User's Guide. Dave participated in various software spec reviews and software training sessions. In fact, he even audio taped the training sessions for later use, in order to gain personal knowledge of the product as well as to use the information in his development of the user's guide.

I found that Dave is persistent in gathering information without being pushy. He is definitely a professional and it shows that he enjoys working with people and enjoys his work. I know that Dave was working on other documents, but he always made it seem that my product was his only product and it had all of his attention. I also appreciated that he listened to the input and concerns that I and others had, and used those inputs to create an excellent product for our customers.

In the short time that Dave has been here at Mercury, he has made a significant positive impact on the team and our products. I was very surprised to hear that Dave was leaving Mercury. I believe that he would be a major asset to any company. So I would highly recommend Dave for a position at your company.

If you have any additional questions, feel free to contact me.
Regards,

Ken Curry