

SCOTT FORDIN

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Services Offered

- Technical documentation & illustration
- Technical articles & executive briefings
- Online help & Web site development
- Book proposals & publication design
- Training materials & courseware
- Information architecture & UI design
- Webinars, screencasts & audio narration
- German translation

Goals

- Full-time or part-time salaried or contract position, as either project lead or individual contributor
- Writing, illustrating, designing, and/or coding technical publications, including product documentation and tutorials, programming guides, specifications, whitepapers, analyses, and executive summaries
- Developing, authoring, and delivering training materials, courseware, webinars, and screencasts
- Designing, authoring, and/or coding online and inline help systems, hypermedia-based publications, Web sites or Web pages, wikis, blogs, email newsletters, and other Web-based publications
- Strategic technology planning and workflow development; tools, best practices, production design

Synopsis

- I have been working in the computer industry for over twenty-five years as a technical writer, illustrator, courseware developer, multimedia author, publications designer, information architect, narrator, and German translator. Sixteen of those years have been at Sun Microsystems, three at Xerox/Kurzweil, and two at Project Software and Development. Before, during, and around those positions, I have performed contract work for a large number of other companies.
- My projects have ranged from the most technical to the most basic, in a variety of media, including print and electronic text and illustration, video, photography, audio, live presentation, and Braille.
- Examples of my projects that fall into the “highly technical” category include Java programming guides, Solaris developer and administration guides, XML technology articles and API specifications, W3C standards, and translations of German regulations and procedures on nuclear physics and nuclear medicine. In the more “basic” category, my work has included designing, writing, and narrating documentation for reading machines for the blind, software tutorials and user guides for hospital switchboard operators, and authoring A/V scripts for non-profit institutions. A detailed summary of my work experience is provided on the remaining pages of this document.
- My core strengths are my writing, illustration, and production skills, comprehensive, practical knowledge of a broad range of authoring tools and markup languages, and a keen interest in staying abreast of the most current technology trends.

Trade Books

- “**The Java EE 5 Tutorial**,” Third Edition, Addison-Wesley, 2006 (contributing author)
ISBN-13: 978-0321490292
- “**Wabi 2: Opening Windows**,” Prentice-Hall, 1996 (wrote, illustrated, designed; cited a “*Best Book of 1996*” by *Unix Review* magazine, June 1997) ISBN-13: 978-0134616179

Education: B.A., Tufts University, 1982 Major: English Minor: Engineering Science
Fulfilled University Language Requirements in German and Spanish
Independent Studies at Boston Museum of Fine Arts School in Choreography and Painting
SunU coursework in Java programming, MySQL database administration,
MySQL development, and SGML authoring

Work Experience

Sun Microsystems

March 1993 Present

Technical Documentation/Illustration/Information Architecture/Online Help/Video Production and Narration

Online Help/Documentation/Technical Articles/Training Materials

- Currently documentation lead for Sun GlassFish Web Space Server project; designed documentation set, write and maintain several documents in set, including *Installation and Upgrade Guide*, *Getting Started Guide*, *Release Notes*, *Deployment Guide*, and six *Add-On Guides*; also currently developing set of webinars for Web Space Server administrators and developers
- Wrote and maintained several publications in Sun Java System Application Server/GlassFish documentation set, including *Troubleshooting Guide*, *Error Message Reference*, *Release Notes*, *Performance Tuning Guide*, *Quick Start Guide*, and inline (not online) help systems; also wrote and maintained wiki-based versions of *Troubleshooting Guide*, *Error Message Reference*, and *Release Notes*, and developed series of *Getting Started* screencasts (<https://glassfish.dev.java.net/>)
- Wrote, illustrated, narrated, and produced series of screencasts for open source Social Software for GlassFish suite (blog and bookmarking tools); currently working on additional screencasts for next version of product (<http://wiki.updatecenter.java.net/Wiki.jsp?page=Screencasts>)
- Wrote and maintained online help systems and administrator guide for Sun Social Software Suite
- Currently write and maintain test compatibility kit (TCK) documentation for Java EE platform as a whole and for twenty-six specific Java technologies (JAXP, JAXB, JavaMail, JAX-WS, StAX, SAAJ, etc.)
- Wrote StAX and Web 2.0 sections of *Java EE 5 Tutorial*
- Edited and illustrated W3C *Web Services Choreography Interface (WSCI)* specification (<http://www.w3.org/TR/wsci/>)
- Edited and illustrated *Java Architecture for XML Binding (JAXB)* specification; wrote several executive summary and developer articles
- Wrote executive summary article on XML Pipeline Definition Language
- Illustrated Web Services Process Language (WSPL) specification
- Wrote executive summary article on Sun's ebXML Registry and Repository Implementation
- Wrote and illustrated HTML- and PDF-based Programming Guide for Java-based Solaris Management Console SDK
- Wrote and illustrated Web services overview article and article on developing Web services with XML and Java in conjunction with announcement of Sun ONE Web services initiative
- Wrote product description pages for all downloads made available on Sun's external XML Web site (<http://www.sun.com/xml>)
- Wrote HTML-based online help systems for Java-based Computers/Networks, Mounts/Shares, and Log Viewer tools in Seabreeze suite; co-designed online help interface for suite; *won Sun achievement award*; *patent for help system is currently pending with US Patent Office*
- Wrote and illustrated Overview, Network Discovery, and Network Views chapters for Enterprise Manager *Managing Your Network* guide; created illustrations for all other chapters; co-authored doc plan; Overview chapter was used for other books in doc set; *won Sun achievement award*
- Wrote and illustrated architecture/API white paper for Java Management Beans project, a cross-platform, Java-based set of network management service implementations and interfaces
- Designed, coded, wrote, and illustrated HTML-based help system for Java-based DHCP Management Console; tutored other writers on system design; *won Sun achievement award*
- Wrote and illustrated architecture/API white paper for Corona project, a joint effort between Sun and IBM/Tivoli to develop a Java-based network application management framework; *won Sun achievement award*

- Wrote and illustrated online help, user's guide, installation guide, quick installation guide, and release notes for first version of NT NFS product
- Wrote all versions of application diagnostic guide, technical questionnaire, and newsletter article for Wabi developers and ISV program partners; published diagnostic guide in various formats, including Web, CD
- Entirely redesigned and rewrote user guide, installation instructions, and release notes for SunPC product; revised companion coprocessor guide
- Wrote, revised, or edited online help, installation guide and release notes for several versions of Wabi product
- Wrote installation guide and Win95 Registry appendix for two versions of Solarnet Client product
- Wrote SLIP chapter of user's guide for PC-NFS product; rewrote significant portions of user, administrator, and command reference guides for PC-NFS product
- Wrote and illustrated portions of administrator's guide for new line of X terminal hardware and software; topics included XDM, Telnet, OPEN LOOK, OpenWindows, Solaris, proprietary local window manager, startup and configuration scripts; also wrote hardware upgrade guide and glossary of X Window-related terminology

Information Architecture, Design, and Development

- Currently researching and designing content models for ebook distribution of product, developer, and tutorial documentation
- Redesigned document structure and developed metadata, defined workflows and scripts to partially automate test compatibility kit documentation
- Developed scripts and document design for Wiki-based implementation of Application Server product documentation
- Developed SGML->XML conversion workflows and metadata structures for publishing Sun documentation on O'Reilly Safari electronic library Web site
- Led team developing tools, formats and metadata structures, and workflows for automated sharing of troubleshooting content between training, documentation, and product support teams
- Designer/Editorial Production Manager/Author for Sun's external XML Web site (<http://www.sun.com/xml>)
- Ongoing design, implementation, and web server maintenance of internal Web site for document distribution within several product groups
- Ongoing research into online help authoring and delivery mechanisms; for example, for the Enterprise Manager, and Solaris Management Console
- Founder and co-leader of JavaHelp Development team; responsible for designing and implementing a Java-based help mechanism; wrote JavaHelp 2 proposal
- Co-leader of Online Help Development and Online Help Technical teams; responsible for developing corporate-wide help authoring and style guides, authoring tools recommendations, creating Web-based authoring surveys, integrating usability studies; *recommendations used corporate-wide by most doc management groups*
- Designed documentation evaluation templates for Pilgrim project; implemented data-entry forms and report structure in Microsoft Access; *evaluation template and database now being used by several corporate divisions*
- Member of Gemini and network client teams; responsible for designing interface metaphor and components, including HTML/JavaScript based help
- Member of Docs-on-the-Web Development team; responsible for analyzing current Web tools and design on Sun Internet and Intranet sites
- Performed extensive research analyzing current SGML tools (particularly Adept Editor/Publisher and Frame+SGML) and wrote implementation and recommendation reports for document production in PC-Networking and Wabi divisions

- Redesigned Telnet online help; converted Telnet for DOS and Telnet for Windows user's guides from Ventura to FrameMaker format
- Designed symbol font for Wabi interface widgets; designed new formats for WinHelp-based release notes and troubleshooting guide

Management/Training/Other Services

- Wrote and maintain internal How-To article for VPN connection to Sun Network through Linux
- Provided ongoing illustration work for other writers and managers
- Worked with translators as needed to localize numerous online help systems and printed manuals
- Provided in-house training and support for other writers using WinHelp tools, FrameMaker, HTML, JavaScript, and graphics tools, etc.; also located and distributed software patches and updates as needed
- Building Emergency Safety Team member; Red Cross-certified in CPR and First Aid

Atrium Salon & Spa

June 2009 September 2009

Web Site Design, Logo Design, Domain Maintenance, Training

- Designed and authored Web site for hair salon and day spa (<http://www.salonatrium.com>)
- Designed company logo
- Provided personal training to staff for site and domain maintenance

Louisiana Energy Services/National Enrichment Facility

June 2007 December 2007

July 2006-December 2006

Information Architecture, Training Content Design, German Translation, Documentation

- Translated series of nuclear enrichment plant design and maintenance, environmental impact, health impact, and accident planning specifications from German into English
- Wrote English summaries (abstracts, TOC, LOF, LOT) for fifteen nuclear enrichment plant, environmental, and health specifications from German sources
- Co-developed information architecture model for new company-wide Documentum implementation
- Translated primer on Uranium Hexafluoride from German into English
- Wrote Documentum FAQ
- Wrote proposal for corporate-wide computer-based training

Infant Jesus School

September 2005-May 2006

September 2006-April 2007

- Designed topology and physically installed networking cabling, switches, routers, computers, and software for entire school (~75 nodes)
- Provided ongoing computer systems and software support
- Provided assistance in registering domain and pushing initial Web site live

NuSphere Corporation

February 2001 October 2001

Documentation

- Wrote *Getting Started* guide for three NuSphere MySQL implementations
- Wrote beta and FCS documentation for NuSphere GEMINI MySQL table handler
- Updated *MySQL Reference Manual* for three product release cycles
- Wrote *NuSphere MySQL Advantage Installation Guide* for three product release cycles
- Wrote *NuSphere MySQL Advantage User's Guide* for three product release cycles

Torrent Systems, Inc.

June 2000 January 2001

Online Help, Documentation

- Wrote *Orchestrate Web House Operator's Guide* for Web clickstream processing, data warehousing, and data mining operator APIs

- Wrote functional specification for Orchestrate parallel processing Client/Server API
- Wrote quick reference cards for Orchestrate/APT parallel processing classes and macros
- Wrote portions of *Orchestrate Operators Guide*
- Redesigned and updated Orchestrate WinHelp online help system

Hurley Communications, Inc.
October 1999 May 2000
Online Help, Documentation, Illustration

- Wrote and illustrated *Message Pro 3000 Operator's Guide* for integrated hospital messaging system
- Wrote HTML-based online help system for *TM2000 Web Messaging* hospital messaging software
- Designed and illustrated general marketing Web site for Hurley

Thomson Financial
**August 1998 March 1999
November 1992–February 1993**
Online Help, Book Design, Editorial, Information Design

- Designed and wrote WebHelp-based online help system for Java-based financial transaction management application
- Edited and redesigned API and programming guides for client-side development toolkit for financial transaction management applications
- Wrote online help for Alert Institutional financial transaction management software (for PCs linked to remote host)
- Created help context structure for Alert Bank and Alert Broker products

Electronic Industries Data Exchange Association
July September 1998
Editorial, Information Design, Illustration

- Edited, illustrated, and co-designed EIDX proposal for managing electronic financial transactions

Gemsoft Corporation
**January, February 1996
April October 1995**
Online Help, Demos, Prototyping

- Wrote and illustrated WinHelp-based Gemsoft Preview disk
- Wrote prototype demo for Web-based implementation of Emerald product
- Wrote and illustrated WinHelp-based online help systems for Emerald user and administrator products
- Co-authored Emerald Administrator's Guide

Scan Centers of America
February April 1995
Book Design and Authoring

- Designed, wrote, and illustrated *Electronic Document Management*, a primer on electronic document management concepts, including document imaging, archiving, terminology, etc.

Xerox Imaging Systems, Inc./Kurzweil Computer Products
**April May 1993
November 1992
May 1989 June 1991**
Documentation, Online Help, Audio Production, Narration

- Wrote and narrated on audio cassette all Reading Machine user documentation; included user manuals, upgrade guides, technical tips, packaging instructions, Braille labeling, formatting for screen readers, writing intro/outro material for cassettes, audio tone indexing, and all recording studio arrangements
- Wrote and illustrated user documentation for commercial optical character recognition products; included user manuals, online help, installation guides, upgrade guides
- Provided German translation/technical editing for German-language products

- Narrated (for blind) and wrote intro/outro material for audio cassettes for *Reading Edge User Manual*, *Reading Machine Upgrade Guide*, *Reading AdvantEdge User Manual*, and *Reading AdvantEdge Scanner Installation Guide*; arranged all details of studio production
- Design consulting regarding Windows-based online help system

Attitash Software, Inc.

July October 1992

Documentation, Online Help, Documentation Management, Macro Coding, Information Design

- Wrote and illustrated user guides and online help systems for SlingShot, WideAngle, and InfoPanel products
- Developed style guide, printer specifications, and WinWord templates for all documentation
- Managed two contractors responsible for development of alpha versions of InfoPanel and WideAngle documentation
- Converted Remote Office user's guide from WordPerfect 5.1 to WinWord; generated new screen shots, print files
- Maintained libraries and performed all format conversions between Mac and PC for InfoPanel graphics

Credit Technologies

May July 1992

Documentation, Testing

- Wrote and illustrated user guides for Remote CAS and Core CDS products
- Wrote and illustrated beta/promotional documentation for CDS and 800/4-CREDIT products
- Performed alpha and beta testing on Remote CAS, CDS, and 800/4-CREDIT products

Keyfile Corporation

February April 1992

June October 1991

Documentation, Online Help, Macro Coding

- Wrote and illustrated technical guide for OS/2-based network document server driving Windows-based workstations; product was a four-program set comprising server, utility, and repair functions; also included optical archiving, OS/2 configuration files, Dual Boot
- Wrote Application Development Guide (advanced users) for Windows-based document management/office automation system; involved DDE, Excel, Visual Basic, ToolBook
- Designed and coded Windows-based online help system; involved extensive use of WordBasic macros

Inmagic Inc.

November 1991 February 1992

Documentation

- Wrote and illustrated major chapters of user manual for relational text database system; included introductory chapters, basic and advanced database chapters, and technical appendices on security, import/export

Archetype, Incorporated

May June 1991

Documentation

- Wrote and illustrated user manual for Netware/Windows-based image management software

Project Software & Development, Inc.

February 1988 May 1989

Documentation, Online Help, Macro Coding

- Wrote and illustrated user documentation for graphics portion of VAX and IBM mainframe-based project management system; used Tektronix terminals, plotters, VAX & PC WordPerfect, Ventura
- Designed and wrote DECWindows-based online help system
- Wrote tutorials for DECwindows-based project management system
- Wrote in-house training materials for desktop publishing with VAX and PC WordPerfect and PostScript

- Provided in-house training on a wide range of VAX and PC software and hardware
- Responsible for beta-testing Kurzweil scanners and software

Massachusetts Senior Action Council Newsletter
February 1988
Interview/Biography

- Biography for newsletter

IMEC Corporation
January February 1988
German Translation

- Translated hardware manual for logic-driven electric servo-motors into German

AT&T
November December 1987
Training, Consulting, Macro Coding

- Conducted training, wrote instructional documentation, DOS batch files and SAMNA IV keyboard macros to automate billing procedures on IBM/PC's and XT's

The Boston Center for Computer Applications
September November 1987
Training, Course Development, Documentation

- Wrote curriculum specifications for AutoCAD and Aldus PageMaker software training
- Taught classes (basic and advanced) in WordPerfect 4.2; trained staff in Lotus Freelance Plus
- Wrote company newsletter
- Set up PC hardware, wrote DOS batch and instructional files for in-house and client-site classrooms

Little, Brown Company
April June 1987
Training, Editorial

- Consulted and trained staff on MultiMate, Lotus 1-2-3, and DOS
- Provided editorial assistance for large internal reference publication

Arthur Andersen/Mass. Department of Revenue
March April 1987
Editorial, Macro Coding

- Provided editorial/production assistance on course descriptions for training Mass. State Employees in MASSTAX computer auditing system

Keystone Provident Life Insurance Company
February March 1987
Documentation, Macro Coding

- Wrote documentation and WordPerfect macro/merge files to automate tracking/billing procedures

Wang Laboratories, Inc.
February 1986 January 1987
Translation, Editorial, Macro Coding

- Technical/translation editor converting four hard-copy lexica into CD-ROM-based reference disks: Random House German/English Dictionary, Unabridged English Dictionary, Concise English Dictionary, Duden German Thesaurus
- Wrote extensive Wang glossaries (macros) to automate proofing and production

Blackfoot Productions
June–August 1986
Editorial

- Script editor for "Vig," a play by Paul Hapenny

Solomon Shechter Day School
May–June 1985
Audio/Visual Scripting

- Audio/visual script for annual fund-raiser

Mobius Theater <i>Scripting</i>	February–April 1985
<ul style="list-style-type: none"> • Four short stories for script, “<i>Variations on Little Red Riding Hood</i>” 	
Greater Boston YMCA <i>Scripting</i>	January–February 1985
<ul style="list-style-type: none"> • Two radio public service advertisements 	
Seiler Corporation <i>Newsletters</i>	December 1984–February 1985
<ul style="list-style-type: none"> • Two corporate newsletters 	
Greater Boston YMCA <i>Audio/Visual Scripting</i>	October–November 1984
<ul style="list-style-type: none"> • Audio/visual script for annual meeting/fund raiser 	
General Electric/Media I <i>Audio/Visual Production</i>	May 1984
<ul style="list-style-type: none"> • Grip for 30-projector audio/visual show for General Electric’s “Family Fair Day” 	
Roger Vaughan <i>German Translation</i>	November 1983–February 1984
<ul style="list-style-type: none"> • German translation and historical research for biography of Herbert von Karajan 	
The Yacht Magazine <i>Editorial, Journalism</i>	August 1983–March 1984
<ul style="list-style-type: none"> • Editorial production manager: wrote copy, shot photos, managed stringers, maintained editorial library 	
Sail Magazine <i>Photojournalism</i>	May 1980
<ul style="list-style-type: none"> • Technical article on safety flares 	
Nikon World Magazine <i>Photography</i>	April 1977
<ul style="list-style-type: none"> • Photo essay on transatlantic yacht race 	
Long Island Newsday Magazine <i>Photojournalism</i>	March 1977
<ul style="list-style-type: none"> • Photo essay/interview on transatlantic yacht race 	