

RICHARD ALAN BURNHAM

Wise Words Information Solutions Ltd, February 2012

Mobile: 07976 702099 (international +44 7976 702099)
Email: wisewords@technicalauthor.com
World-Wide Web: <http://technical-author.tel/> (mobile-friendly)
<http://technicalauthor.com/>
LinkedIn: <http://www.linkedin.com/in/wisewords>
Nationality: British
Health: Excellent

Profile:

Technical author and documentation analyst offering:

- Technical documentation down to architecture and code level
- Project documentation, including PRINCE2
- Business policy and process documentation, including ITIL
- Requirements and process analysis
- User manuals, training materials and online help
- Web site content
- User interface testing
- Editing, formatting and template design

Freelance since February 1993.

Scientific (PhD) and IT (MSc) degrees and Membership of ISTC.

Experience with a wide range of businesses.

Work on site in the UK, or from my own office with both Windows and Linux systems. Wise Words is a Microsoft Partner.

Samples of work available (subject to non-disclosure agreement where required).

Competencies and experience:

Range of documentation	Experience across the full range of documentation, including technical documentation to architecture and code level, processes and operations, user and training manuals, customer-oriented writing, editing, formatting and indexing documents, preparing templates to customer requirements, and using document control processes and systems. Most work is IT-related but business processes and engineering have also been covered. All work fully takes account of the business context.
Problem solving	My approach is that the deliverables are a part of a solution for the client that may be provided by myself alone or with other people. I always view the documentation within the wider context in which it will be used.
Documentation planning	Experienced in working from the initial analysis of document requirements through creating document sets to delivering well-edited documentation both on paper and online.
Documentation consultancy	I have advised on documentation processes in many companies. This has been crystallised into the policy and process template freely available on my web site at http://www.technicalauthor.com/dpptemplate.zip
Writing communication	Excellent communication skills and command of the English language demonstrated in a wide variety of work for both technical and non-technical readers. Careful attention to the audience and the best means to achieve the aims of the documentation.
Oral communication	Good communications skills developed in previous experience as a lecturer and teacher.
Team working	Working with many different personnel, including senior management,

	engineers, technical architects and developers, support, business users and customers. I am aware of the pressures on staff time, and I use preparation and interview techniques to minimise my demands on it.
Independent working	A long record of working autonomously and efficiently and completing work in time.
Research and analytical skills	Strong research and analytical skills originally developed in scientific research and used in analysing processes and structures for a wide range of businesses.
Regulatory and compliance experience	Risk management system for audit (Mitsubishi Securities), pharmaceutical (GSK), ISO Health and Safety, Quality, Environmental processes (Fountains Support Services), defence security (BAE systems). Police security (West Yorkshire Police), ITIL (many clients, most recently University of York).
Technology	Experience with both IT and scientific instruments. Mainly Windows but also Linux and some mainframe OS too. I have documented code in Java, VB and C and worked in HTML and XML/XLS. I have used a wide range of technology in projects and other work, including VMWare, Citrix, MS Project, Active Directory, Systems Management Server, Hornbill Supportworks, Cognos Impromptu and Powerplay, SQL, Oracle, Index+, Lotus Notes, WordPress, Joomla/SOBI2 and Twitter.
Tools	MS Office (Word for Windows, Powerpoint, Excel, Access), Madcap Flare, Adobe Acrobat, Lotus Word Pro, Help tools (RoboHelp, Windows and HTML Help, HDK), DTP, graphics (Visio, Paint Shop Pro, CorelDraw etc.), web site and online learning tools (FrontPage/SharePoint Designer, SharePoint, Docent, Datango etc.), version control (DocuShare, ClearCase, Visual SourceSafe, CVS, PVCS), FreeMind, wiki.
Languages	Reading knowledge of French, German, and Dutch, Spanish and Italian, and some basic conversational knowledge of French and German.
Education	PhD in Chemistry, MSc in Computation
Memberships	Member of the Institute of Scientific and Technical Communicators, Member of the Quality Independent Authors Group, Fellow of the Royal Society of Chemistry, Chartered Chemist.
Previous experience	As a lecturer and researcher in Chemistry at University level and as a trainer in IT.

Past projects (reverse order, back to February 1993):

I have worked for many types of businesses including software engineering and IT services, marketing, insurance and financial, electronic commerce and media, engineering, patent office, government and police, charity, public utilities, defence, scientific and industrial systems, pharmaceuticals, railway contractors and retail.

My pattern of working reflects the fact that technical writing projects typically are about 2-4 months long. Further information about projects (including in some cases samples of work) can be provided on request.

iPSL (Unisys), Northampton (Sept 2011 – Feb 2012): Evaluating Madcap Flare and Author-IT for client's needs. Setting up project in Flare for documentation of build processes for servers and workstations, and training of users. (Flare, XML, XLST)

Mencap, Peterborough (July – Sept 2011): Test scripts and user manuals.

A university IT services department (May – June 2011): Policy and procedure documents (ITIL).

A manufacturer of control hardware for the construction industry (April 2011 continuing): Technical specification documents.

Dunnhumby, London (Nov 2010 – Feb 2011): Standard operating procedure documents for IT build, deployment and support, Disaster Recovery plan and process documentation in data-based marketing (ITIL).

Mencap, Peterborough (Oct 2009 – Oct 2010): Requirements specifications, user help and project documentation for new knowledgebase and enquiry logging system, absence management, online forms, personnel database rebuild, disaster recovery and other projects. Business standard operating procedures. (SharePoint, ResourceLink, PRINCE2).

Various web sites: Creation and upgrades of a number of web sites, including creation of interactive directory (Joomla and SOBI2), search engine optimisation and Wordpress blogs.

Serco/Trusted Borders, Uxbridge (Dec 2008 – March 2009): **Technical Author** - Technical and

operational documentation for a major civil government project (SC clearance).

Vodafone, Newbury (July - Nov 2008): Technical Author - Online training courses for retail, call centre and back office interfaces of CRM system (Datango).

First Data, Basildon (Apr - June 2008): Technical Author - Support and process documentation for credit card processing systems, particularly concerning business continuity and disaster recovery.

Sercos Assurance, Dorset (Oct 2007 – Feb 2008): Technical Author - User and administrator documentation and Help files for asset management system (RoboHelp, Freemind, HTML, Java, security clearance).

A web development company (Oct 2007): Technical Author - Administration manual for local history web site and content management system.

West Yorkshire Police, Wakefield (May - Aug 2007): Technical Author - Analysis of gaps in documentation and creation of process documents for IT Support, on introduction of new ITIL-compliant Service Management system (Hornbill Supportworks, Lotus Notes, police security clearance).

Alfred McAlpine Business Systems, Barrow in Furness (Feb – May 2007): Technical Author - Operations documents for transfer of outsourcing for BAE Systems Submarine Solutions (SC security clearance).

Reuters, London (Jan – Dec 2006): Technical Author - Technical documentation (chiefly installation guides and operations manuals) for hosted financial applications. Implementation of team intranet. (Visual SourceSafe, SharePoint, FrontPage)

GlaxoSmithKline, London (Oct – Dec 2005): Technical Author - Procedures relating to update and validation of data for global user directory; online learning course for Human Resources personnel. (Docent, Lotus Notes.)

Aspen Re, London (May - July 2005): Technical Author - Policy and procedure documents and other documentation for a new IT department in an insurance/reinsurance company: Security, Acceptable Use Policy, roles and responsibilities, service management and support, exceptions, disposals etc.

A forestry and land management company, Lancashire (Dec 2004 – May 2005, and Aug - Nov 2002): Technical Author - Safe Working Methods and manual in tree management for power lines. Templates and help files for forestry management plans and grant applications. Quality, environmental and safety procedures relating to ISO9001 / ISO14001 / ISO18001 across the full range of company activities.

A resort in South Africa (April 2005): Technical Author - Marketing documents.

Sperry Rail International, Hampshire (Dec 2004 – March 2005): Technical Author - Technical documentation and procedures for an ultrasonic detection system for damaged rails.

A voluntary organisation (Jan 2005): Requirements specification for web site; roles and responsibilities, policies and procedures (voluntary work).

Mitsubishi Securities International, City of London (Nov 2004): Technical Author - Functional and technical documentation for a risk management system for financial derivatives trading (Java, C++, Sybase).

E.ON/Powergen, Nottingham (July – Sept 2004): Technical Author - Quality assurance and documentation for in-company software distribution (Active Directory, SMS).

HM Department of Health, London (April - June 2004): Technical Author - Operations and troubleshooting manual for correspondence handling (business procedures, Lotus Notes, Oracle).

European Patent Office, The Hague, Netherlands (July 2003 - March 2004): Technical Author - Manuals for developers, administrators and end users of software for handling patent applications; functional and technical specifications (Java, XML, DB2, WebSphere).

Yorkshire Key Services Ltd., Yorkshire (Jan – June 2003): Technical Author - White paper, functional specification, marketing materials and tenders, templates for project documents and a document control system.

Alltel Mortgage Systems, Bingley (May - Jul 2002): Technical Author - Member of a team planning the deployment phase of a new system, creating procedures for the cutover process.

WordBank, London (Apr 2002 – July 2002): Editing of documents based on Dutch originals.

Modem Media, London (Apr 2001 - Mar 2002): Technical Author - Technical documentation for major e-commerce site (HTML, Java, ATG Dynamo). Documentation of GUI objects, mapping of content to database, architectural documentation, creation of materials for a bid.

PsyTechnics, Ipswich (Mar - Apr 2001): Technical Author - User manuals for engineers and white papers for signal-processing and analysis software (PESQ) in the telecoms industry.

Financial Objects, Halesowen (Jan - Mar 2001): Technical Author - Developer's guide and white paper for

online banking application (VB and distributed technologies).

Unilever, Port Sunlight (Jul – Aug and Oct-Dec 2000): Technical Author - User help and content (HTML pages) and technical documentation for intranet sites (HTML, PL/SQL, Panagon, various scientific tools).

Crowcon Detection Instruments, Abingdon (Sept - Oct 2000): Technical Author - User guide, installation instructions and technical documentation for gas and fire detection instrumentation.

A software company (Jun - Aug 2000): Technical Author - Help files for an accounting package.

WebRewards, London (Mar - May 2000): Technical Author - API-level technical and integration documentation for developers and partners of a web site (Java, HTML, SQL, Oracle, German).

Coral, Woking (Nov 1999 - Mar 2000): Technical Author - Technical documentation of the database and back office system of an e-commerce site (4th Dimension, SQL, Oracle, Italian).

Rail Europe, London (Oct 1999): Technical Author - API-level technical documentation for developers of an invoicing system for rail tickets (Java, SQL and Oracle).

Entranet, Goring-on-Thames (Aug - Sep 1999): Technical Author - Marketing documents for an online commerce solution for the financial services industry (Java and XML).

Yorkshire Electricity, Leeds (Jun - Aug 1999): Technical Author - Manuals for business users of two database applications related to deregulation in the power industry.

AGENCY.COM / Online Magic, London (Oct 1998 - May 1999): 'Technical Author - Reverse engineering' of the Web / e-commerce sites of an international news magazine and a business information service. Technical and management documentation of one site at code level and both at functional level. White-paper level documentation for customers of a Web-usage statistical service. Involved HTML and C/C++ code, Index+ and a proprietary database/web server interface.

Scottish Power / Manweb, various locations (Jun - Oct 1998): Technical Author - Training manuals and business procedures for Work and Assets Management System based on Mincom's MIMS, for a power and water utility group.

Avon Cosmetics., Northampton (Feb - May 1998): Technical Author - Training materials, user manuals and technical documentation for Business Intelligence System based on data mart and Cognos Impromptu and PowerPlay.

Byte Ryte, Utrecht, Netherlands, for Origin bv, Eindhoven, Netherlands (May - Dec 1997): Technical Author - User manuals, service levels, white papers and other work in connection with Intranet and Internet services (e.g., DNS, dial-up services, IP/SNA gateway and firewalls).

AT&T Istel, Redditch, Worcs (Aug 1996 - Apr 1997, Nov 1995 - Mar 1996): Technical Author - Software specifications, on-line help, developer's manual, installation notes, technical documentation and training delivery for two releases of a developer's tool for The Insurance Trading Exchange Ltd. Also Web pages for AT&T Insurance Services and software testing and creation of printed output forms using CorelDraw. (C++ and Visual Basic).

Amdahl (Netherlands) for KLM Royal Dutch Airlines (Apr - Jul 1996): Technical Author - Operations and reference manuals and other documents for a company-wide software control and distribution service using Enterprise Desktop Manager (MVS/TSO, OS/2 and Windows).

Various earlier projects for DEC, GPT, Siemens Nixdorf/PowerGen, Perkin-Elmer, Rhône-Poulenc Rorer, Siemens Nixdorf/Superdrug Stores, British Coal, Training Systems Ltd., Sedgwick Group (insurance brokers), Unipart Group, Catalyst Training, Discovery Computer Training, Surrey County Council, Mistral Group., HM Prison Shrewsbury.