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| *A qr code with black squares  AI-generated content may be incorrect.*  | Scott Fordin |
| *3 Ohio AvenueNashua, NH 03060+1 (603) 325-1561**sfordin@ohelp.com*[*https://ohelp.com*](https://ohelp.com) | *Technical writing & illustration**Online & inline help**Information architecture & design* |
| Summary | * Broad experience in salaried and project-based positions as a technical writer, illustrator, information architect, UI designer, online help developer, and multimedia author
* Deep expertise with a wide range of tools and delivery models for text, illustration, photo, video, audio, online, context-sensitive, print, and live presentation
* Comprehensive knowledge of Linux, MacOS, Windows, Solaris, iOS, and iPadOS} operating systems and development environments
* My complete work experience and numerous samples are available on my website, [https://ohelp.com](https://ohelp.com/)
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| Experience | **Ab Initio LLC** June 2011–March 2024*Lexington, Massachusetts**Technical documentation & illustration, information architecture, graphics tools, consulting solutions** Embedded for five years (March 2016–February 2021) at JPMorgan Chase (JPMC) as part of several Ab Initio field-consulting and development teams
* “Loaned” to JPMC for a non-Ab Initio Sheltered Harbor project (emergency standards and protocols under the auspices of the US Treasury Department)
* Documented Ab Initio custom field-consulting solutions for various clients:
	+ Ab Initio-on-Cloud Migration and Site Mover (Capital One)
	+ Customer Interaction Platform (XL, Telkomsel)
	+ Active>360 (XL, Telkomsel, Barclays Bank)
	+ Co>Relate, Metadata-Driven Warehouse Platform, Productivity Pack (shared)
* Established an internal documentation graphics standards team:
	+ Cataloged and analyzed over 4500 images from the then-current product documentation to assess effectiveness, inconsistencies, and workflows
	+ Wrote PHP, KSH, CSS, and cron scripts to generate nightly and on-demand image galleries from nightly documentation builds
	+ Configured and maintained several Apache application servers to host image galleries and graphics tools
	+ Created Illustrator, Photoshop, and Visio templates, styles, stencils and primitives; developed Snagit Profiles, Quick Palettes, and Stamp sets
	+ Wrote graphics standards and tools chapter for the internal *Writer’s Guide*
* Documented portions of the *Co>Operating System Configuration Variable Reference* and *Co>Operating System Component Reference*
* Principal on the Control>Center documentation team through several releases
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| **Oracle Corporation** February 2010–June 2011*Burlington, Massachusetts**Technical documentation & illustration, information architecture & tooling, German translation** Documentation lead for the Web Space Server project
* Documented the first major releases of the commercial and open-source versions of the fully Oracle-branded GlassFish Server product
* Contributed illustrations and German localization of code samples for the *Java EE 6 Tutorial*
* Performed product assessments, workflow analyses, and provided tooling and script support as part of the Sun-to-Oracle transition team
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| **Sun Microsystems** March 1993–February 2010*Burlington, Massachusetts**Technical documentation & illustration, multimedia authoring, information architecture & tooling, coding standards, German translation** Led Sun’s XML website for three years:
	+ Developed overall information and site design
	+ Wrote and illustrated more than twenty technical articles and executive summaries
	+ Shepherded more than twenty new XML technologies through packaging, localization, copyright, and export control
* Contributor on various Worldwide Web Consortium (W3C) and Java Community Process (JCP) API specifications and draft proposals, including WSCI, JAXB, WSPL, XML Pipeline, Java Management Beans, StAX
* Awarded co-patent for inline help mechanism used in Solaris Management Console
* Founder and co-lead of Online Help Development and Technical Authoring teams:
	+ Member of SGML tagging standards team
	+ Developed corporate-wide style guides and SGML tagging structures
	+ Wrote PHP and shell scripts to migrate document sources from FrameMaker to SGML and to automate document source management and production
* Documentation lead for Web Space Server project:
	+ Wrote and illustrated documentation for open-source and proprietary products
	+ Created and narrated several series of screencasts
	+ Gave trade-show demonstrations
* Documentation lead for Sun Social software:
	+ Wrote and illustrated product documentation
	+ Created and narrated several series of screencasts
* Documentation lead for Java Compatibility Test Suite and TCK documentation sets for twenty-four individual Java technologies
* Designed and wrote online help systems and Web-based programming guides for Solaris Enterprise Manager, Solaris Management Console, Solaris DHCP Server, NT-NFS, SunPC
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|  | **Louisiana Energy National Enrichment Facility** *(contract)* July 2006–Dec. 2007*Eunice, New Mexico**German translation, technical documentation & illustration, courseware, content management** Wrote German-to-English translations of technical whitepapers, specifications, regulations, facilities procedures, and legal correspondence on nuclear medicine, nuclear safety, accident planning, nuclear enrichment plant design and maintenance, building codes and regulations
* Wrote English summaries of German sources (abstracts, TOC, LOF, LOT) for fifteen nuclear enrichment plant, environmental, and health specifications
* Translated UF6 Compendium (an introduction to uranium hexafluoride production and its roles in nuclear enrichment and reprocessing) from German into English
* Developed information architecture for company Documentum implementation
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| Older Entries | * Please contact me or see my résumé addendum for details about my older work — for example, at Kurzweil Computer Products/Xerox Imaging Systems, Project Software and Development, NuSphere Corporation, Torrent Systems, Thomson Financial, and Wang Laboratories, among many other clients.
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| Publications | * **“The Java EE 5 Tutorial”**; Addison-Wesley, 2006, 2008, 2010 (contributing author); ISBN-13: 978-0321490292
* **“The Java Architecture for XML Binding (JAXB) 2.0”**; Java Community Process (JCP) specification, April 19, 2006 (contributing editor)
* **“Web Service Choreography Interface (WSCI) 1.0”**; World Wide Web Consortium (W3C) Note 8, August 2002 (contributing author, editor)
* **“XML Pipeline Definition Language Version 1.0”**; World Wide Web Consortium (W3C) Note 28, February 2002 (contributing editor)
* **“Wabi 2: Opening Windows”**; Prentice-Hall, 1996 (wrote, illustrated, designed; named a “Best Book of 1996” by Unix Review magazine, June 1997); ISBN-13: 978-0134616179
* **“Visual distress signals”**; SAIL magazine, December 1980, Volume 11, Issue 12 (writing and photographs about safety flares and other visual distress signals)
* **“Cross-Atlantic Yacht Race”**; Nikon World magazine, January 1977, Volume 9, Number 3 (photo essay about transatlantic sailboat race)
* **“A Seaman They Called ‘Young Boy‘”**; Long Island Newsday magazine, April 25, 1976 (photographs and interview about transatlantic sailboat race)
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| Education | * **B.A. English, Tufts University, 1982**
	+ Minor focuses in Engineering Sciences and Fine Arts
	+ Completed five Independent Studies (Tufts credits) through Boston Museum of Fine Arts School: Animation, Choreography (x2), Painting (x2)
	+ Fulfilled University Language Requirements in German and Spanish
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| Software tools | * **Writing**
 | • Arbortext • Bear • Byword • Drafts • Editorial • Emacs • FrameMaker • FreeMind • LibreOffice • Notepad++ • NoteTab Pro • oXygen • Scrivener • SimpleMind • Sublime Text • TEXShop • TEXstudio • Ulysses • vi/vim • Word |
| * **Graphics**
 | • Affinity Designer • Affinity Photo • Amadine • Concepts • Focos • GIMP • Illustrator • Inkscape • Lightroom • Linearity Curve • Photoshop • PowerPoint • Procreate • Snagit • Visio |
| * **Video**
 | • Camtasia • ffmpeg • HandBrake • Linearity Move • Premiere • Subler • TMPGEnc • Vegas Studio |
| * **Audio**
 | • Audacity • Ferrite • ID3 Editor • Reaper |
| * **Markup**
 | • CSS • HTML • JSON • Markdown • SGML • TEX/LATEX • XML • YAML |
| * **Content management**
 | • Confluence • Drupal • GitHub • SharePoint • WordPress |
| * **Scripting and coding**
 | • Bash/KSH/ZSH • CGI • Java • JavaScript • Perl • PHP • Python |
| * **Source control and issue tracking**
 | • CVS • Git • Jira • Perforce • Subversion |
| * **Containerized deployment**
 | • Ansible • Docker • Helm • Kubernetes |
| * **Ab Initio**
 | • Authorization Gateway • Co>Operating System • Co>Relate • Control>Center • GDE • Metadata Hub • Query>It • Technical Repository |