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| *A qr code with black squares  AI-generated content may be incorrect.* | Scott Fordin |
| *3 Ohio Avenue Nashua, NH 03060 +1 (603) 325-1561* [*sfordin@ohelp.com*](mailto: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/) |
| 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 |
| **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 |
| **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 |
|  | **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 |
| Older Entries | * Please [contact me](mailto:sfordin@ohelp.com?subject=Résumé%20request) 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. |
| 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) |
| 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 |