



# Scott Fordin

3 Ohio Avenue  
Nashua, NH 03060  
+1 (603) 325-1561  
sfordin@ohelp.com  
www.ohelp.com

- 👤 *Technical writing & illustration*
- 💻 *Online & inline help*
- 🔗 *Information architecture & design*

## Summary

- **Over thirty years experience** in salaried and project-based positions as a technical writer, illustrator, information architect, UI designer, online help developer, and multimedia author
- Broad experience 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

## Experience

### Ab Initio LLC,

June 2011–March 2024

*Lexington, Massachusetts.*

*Technical documentation & illustration, consulting solutions, information architecture, graphics tools*

- Embedded for five years (March 2016–February 2021) at JPMorgan Chase (JPMC) as part of several field consulting and development teams
- Spent another five years documenting custom consulting solutions for various client projects: Customer Interaction Platform (CIP); Active>360 (A360); Co>Relate; Ab Initio-on-Cloud and Site Mover; Metadata-Driven Warehouse Platform (MDWP), and Productivity Pack
- Was loaned to JPMC for a non-Ab Initio *Sheltered Harbor* project (emergency standards and protocols under the auspices of the US Treasury Department)
- Established and led an internal documentation graphics standards team
  - Cataloged and analyzed over 4500 images from the product documentation to assess effectiveness, inconsistencies, and workflows
  - Wrote PHP, KSH, and CSS scripts to generate nightly and on-demand image galleries from nightly documentation builds; configured and maintained an Apache HTTP server for graphics tools
  - Created Snagit Profiles, Quick Palettes, and Stamps, and created Illustrator, Photoshop, and Visio templates, styles, stencils, and primitives
  - Wrote graphics standards and tools chapter for the internal *Writer's Guide*
- Wrote sections of Co>Operating System *Configuration Variable Reference* and *Component Reference*.
- Was part of the Control>Center documentation team through several product release cycles

### Oracle Corporation,

Feb. 2010–June 2011

*Burlington, Massachusetts.*

*Technical documentation & illustration, information architecture & tooling, German translation*

- Documentation lead on Web Space Server project
- Wrote documentation for commercial and open source versions of first major release of fully Oracle-branded GlassFish Server product
- Contributed illustrations and German localization of code samples for the *Java EE 6 Tutorial*
- Performed product assessments, workflow analysis, tooling and script support as part of the Sun-to-Oracle transition team

**Sun Microsystems,**  
*Burlington, Massachusetts.*

**(salaried) Mar. 1993–Feb. 2010**

*Technical documentation & illustration, multimedia authoring, coding standards, information architecture*

- Led Sun's XML website for over two years; created overall information 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 a number of 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 tagging structures; wrote PHP and shell scripts to migrate document sources from FrameMaker to SGML and to automate document production and management
- Documentation lead for Web Space Server project; wrote and illustrated documentation for open-source and proprietary product releases; created and narrated screencast series, gave trade-show demonstrations
- Documentation lead for Sun Social software; wrote and illustrated documentation; created and narrated screencast series
- Documentation lead for Java Compatibility Test Suite and TCK documentation sets for twenty-four individual Java technologies

**Louisiana Energy Services, National  
Enrichment Facility,**

**(contract) Jul.–Dec. 2006, June–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 *UF<sub>6</sub> Compendium* (an introduction to uranium hexafluoride production and its roles in nuclear enrichment and reprocessing) from German into English
- Co-developed information architecture for company-wide Documentum implementation

**Older entries**

- Please contact me 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.
- My complete work experience and numerous samples are also available on my website, <https://ohelp.com>.

## 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 for article about safety flares and other visual distress signals)
- **“Cross-Atlantic Yacht Race”**; *Nikon World* magazine, January 1977, Volume 9, Number 3 (photographs for article about transatlantic sailboat race)
- **“A Seaman They Called ‘Young Boy’”**; *Long Island Newsday* magazine, April 25, 1976 (photographs and was interviewed for article about transatlantic sailboat race)

## Software tools

**Writing:** Arbortext ▪ Bear ▪ Byword ▪ Drafts ▪ Editorial ▪ Emacs ▪ FrameMaker ▪ FreeMind ▪ LibreOffice ▪ Notepad++ ▪ NoteTab Pro ▪ oXygen ▪ Scrivener ▪ SimpleMind ▪ Sublime Text ▪ T<sub>E</sub>XShop ▪ T<sub>E</sub>Xstudio ▪ Ulysses ▪ vi/vim ▪ Word

**Illustration:** Affinity Designer ▪ Affinity Photo ▪ Amadine ▪ Concepts ▪ Focos ▪ GIMP ▪ Illustrator ▪ Inkscape ▪ Photoshop ▪ PowerPoint ▪ Procreate ▪ Snagit ▪ Visio

**Video:** Camtasia ▪ ffmpeg ▪ HandBrake ▪ Premiere ▪ Subler ▪ TMPGEnc ▪ Vegas Studio

**Audio:** Audacity ▪ Ferrite ▪ ID3 Editor ▪ Reaper

**Markup:** CSS ▪ HTML ▪ JSON ▪ Markdown ▪ SGML ▪ T<sub>E</sub>X/L<sub>A</sub>T<sub>E</sub>X ▪ XML ▪ YAML

**Content management:** Confluence ▪ Drupal ▪ GitHub ▪ SharePoint ▪ WordPress

**Scripting & coding:** Bash/KSH/ZSH ▪ CGI ▪ Java ▪ JavaScript ▪ Perl ▪ PHP ▪ Python

**Source control & issue tracking:** CVS ▪ Git ▪ Jira ▪ Perforce ▪ Subversion

**Containerized automation & deployment:** Ansible ▪ Helm ▪ Kubernetes

**Ab Initio:** Authorization Gateway ▪ Co>Operating System ▪ Co>Relate ▪ Control>Center ▪ Graphical Development Environment ▪ Metadata Hub ▪ Query>It ▪ Technical Repository

## 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
- **Ab Initio, 2011–2024**
  - Ongoing coursework and lectures in core Ab Initio and related technologies
- **JPMorgan Chase, 2016–2021**
  - Completed twenty-seven courses mandated for general employees
  - Completed twenty-four courses mandated for software developers
- **Sun University (SunU), 1993–2010**
  - Ongoing coursework, lectures, and collaborations in Java programming, MySQL development and administration, enterprise management, XML technologies, and SGML authoring