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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* |
| Overview | * This document is an **addendum** to my primary résumé. * My primary résumé lists my most recent work experience, including at Ab Initio, Oracle Corporation, Sun Microsystems, and Louisiana Energy Services/National Enrichment Facility. My primary résumé also lists my publications, education, and favorite software tools. * The purpose of this document is to list older work that is not included in my primary résumé. This older work includes additional salaried positions and extensive contract-based project work for a wide range of clients. * Please [contact me](mailto:sfordin@ohelp.com?subject=Résumé%20request) for a copy of my primary résumé. My complete work experience and numerous samples are also available on my website, [https://ohelp.com](https://ohelp.com/) |
| Experience | **Infant Jesus School** *(contracts)* Sept. 2005–May 2006, Sept. 2006–April 2007  *Nashua, New Hampshire*  *Network infrastructure, software installation & configuration, staff training*   * Designed network topology and physically installed all networking cabling, routers, switches, and computers for entire school (≈75 nodes) * Installed and configured software on all school computers * Performed staff training |
| **Atrium Salon & Spa** *(contract)* June–Sept. 2009  *Nashua, New Hampshire*  *Website development, logo design, staff training*   * Designed and authored company website * Designed company logo * Performed staff training |
| **Marguerite’s Place** *(contract)* Dec. 2004  *Nashua, New Hampshire*  *Video authoring & production*   * Created and produced promotional and fundraising video for a women’s transitional shelter |
|  | **Peer Direct** *(contract)* Feb.–Mar. 2003  *Bedford, Massachusetts*  *Technical documentation & illustration, online help*   * Wrote and illustrated documentation and online help for the PeerDirect Database Replication Engine |
|  | **NuSphere Corporation** *(contract)* June 2000–Jan. 2001  *Burlington, Massachusetts*  *Technical documentation & illustration, online help, information architecture*   * Wrote *Getting Started* guide, *MySQL Advantage Installation Guide*, *MySQL Advantage User's Guide*, and *MySQL Reference Manual* for three release cycles * Wrote beta and FCS documentation for GEMINI MySQL table handler |
|  | **Torrent Systems, Inc.** *(contract)* Feb.–Oct. 2001  *Cambridge, Massachusetts*  *Technical documentation & illustration, online help, information architecture*   * Wrote functional specifications for Orchestrate parallel processing *Client/Server API Guide*, *Operator’s Guide*, and *Web House Operator’s Guide* for clickstream processing, data warehousing, and data-mining operator APIs * Designed and wrote quick reference cards for Orchestrate/APT parallel processing classes and macros * Redesigned and updated Orchestrate online help system |
|  | **Hurley Communications, Inc.** *(contract)* Oct.1999–May 2000  *Norwood, Massachusetts*  *Technical documentation, online help, information architecture*   * Wrote and illustrated print documentation, training materials, and online help for integrated hospital switchboard and messaging system * Performed staff training |
|  | **Thomson Financial** *(contracts)* Nov. 1992–Feb. 1993, Aug. 1998–Mar. 1999  *Boston, Massachusetts*  *Technical documentation, online help, information architecture*   * Designed and wrote online help for several Java-based financial transaction management applications * Redesigned and edited API and programming guides for client-side development toolkit |
|  | **Electronic Industries Data Exchange Association** *(contract)* July–Sep. 1998  *Arlington, Virginia*  *Technical documentation & illustration*   * Co-designed, illustrated, and edited EIDX API specification for managing electronic financial transactions |
|  | **Gemsoft Corporation** *(contracts)* Apr.–Feb. 1995, Jan.–Feb. 1996  *Nashua, New Hampshire*  *Technical documentation & illustration, online help, information architecture*   * Wrote and illustrated print documentation and several online help systems for Emerald user and administrator products and Gemsoft Preview * Wrote prototype demo for browser-based implementation of Emerald product |
|  | **Scan Centers of America** *(contract)* Feb.–Apr. 1995  *Natick, Massachusetts*  *Technical documentation & illustration, publication design*   * Designed, wrote, and illustrated *Electronic Document Management: A ScanCenters Primer for Real People*, a primer on electronic document management concepts |
|  | **Xerox Imaging Systems** *(contracts)* Nov. 1992, Apr.–May 1993  *Cambridge, Massachusetts*  *Audio scripting, narration & production, information architecture*   * Wrote and narrated intro/outro material for audio cassettes for four Reading Edge product manuals * Arranged all details of documentation audio recording, tone indexing, Braille labeling, and cassette production * Information architecture consulting for Windows-based online help systems |
|  | **Attitash Software, Inc.** *(contract)* Jul.–Oct. 1992  *Nashua, New Hampshire*  *Technical documentation & illustration, online help, automation tools, information architecture*   * Wrote and illustrated documentation and online help for SlingShot, WideAngle, and InfoPanel products * Developed style guide, PDF print specifications, and Microsoft Word templates for all documentation |
|  | **Credit Technologies** *(contract)* May–Jul. 1992  *Waltham, Massachusetts*  *Technical documentation & illustration, information architecture*   * Wrote and illustrated user guides for Remote CAS and Core CDS products * Wrote and illustrated beta and promotional documentation for CDS and 800/4-CREDIT products * Performed alpha and beta testing and UI design for Remote CAS, CDS, and 800/4-CREDIT products |
|  | **Keyfile Corporation** *(contracts)* June–Oct. 1991, Feb.–Apr. 1992  *Nashua, New Hampshire*  *Technical documentation & illustration, online help, automation tools, information architecture*   * Wrote and illustrated documentation and online help for OS/2-based network document server product * Designed and wrote documentation and online help for Windows-based document management/office automation system * Developed an extensive set of WordBasic macros to facilitate Windows help authoring |
|  | **Inmagic, Inc.** *(contract)* Nov. 1991, Feb. 1992  *Woburn, Massachusetts*  *Technical documentation & illustration*   * Wrote and illustrated user manual for relational database product |
|  | **Archetype, Inc.** *(contract)* May–June 1991  *Bedford, Massachusetts*  *Technical documentation & illustration, online help*   * Wrote and illustrated user manual for Netware/Windows client-server image management product |
|  | **Kurzweil Computer Products/Xerox Imaging Systems** May 1989–June 1991  *Cambridge, Massachusetts*  *Technical documentation & illustration, multimedia authoring, accessibility design and testing, information architecture, German translation*   * Designed, wrote, and narrated (for audio cassette) all Reading Machine user documentation * Developed information architecture, editorial standards, and document formats specifically optimized for use with screen reader software * Performed extensive in-person usability and information design testing with vision-impaired users * Worked with Underwriters Laboratories (UL) to shepherd all documentation targeted for vision-impaired users through UL safety review processes * Arranged audio production, tone indexing, Braille labeling, cassette production and packaging * Wrote and illustrated user documentation for commercial optical character recognition products * Performed German translation and technical editing of German-language products |
|  | **Project Software & Development** Feb. 1988–May 1989  *Cambridge, Massachusetts*  *Technical documentation & illustration, information architecture, internal training, test management*   * Wrote and illustrated user documentation for VAX and IBM mainframe-based project management software products * Designed and wrote online help and tutorials for DECwindows-based product * Wrote in-house tutorials for desktop publishing with VAX and PC WordPerfect and PostScript print files |
|  | **Massachusetts Senior Action Council** *(contract)* Feb. 1988  *Quincy, Massachusetts*  *Newsletter, interviews*   * Conducted interviews, wrote articles for Council newsletter |
|  | **IMEC Corporation** *(contract)* Jan.–Feb. 1988  *Charlestown, Massachusetts*  *Technical documentation, German translation*   * Translated hardware manual for logic-driven electric servo motors into German |
|  | **AT&T** *(contract)* Nov.–Dec. 1987  *Boston, Massachusetts*  *Technical documentation, internal training, office automation*   * Conducted in-house training, wrote instructional documentation for various office productivity tools * Developed DOS batch files and SAMNA IV keyboard macros to automate billing procedures |
|  | **Boston Center for Computer Applications** *(contract)* Sep.–Nov. 1987  *Boston, Massachusetts*  *Technical documentation & illustration, courseware development, system configuration*   * Wrote curricula for AutoCAD and Aldus PageMaker software training classes * Taught customer classes (basic and advanced) in WordPerfect 4.2; trained staff in Lotus Freelance Plus * Configured PC hardware, wrote DOS batch and instructional files for in-house and customer sites |
|  | **Little, Brown Company** *(contract)* Apr.–June 1987  *Boston, Massachusetts*  *Editorial services, internal training*   * Performed staff training on MultiMate, Lotus 1-2-3, and DOS * Provided editorial services for several large internal reference publications |
|  | **Arthur Andersen, Massachusetts. Dept. of Revenue** *(contract)* Mar.–Apr. 1987  *Boston, Massachusetts*  *Editorial services, office automation*   * Performed editorial services for training materials for MASSTAX auditing system * Developed DOS batch files and WordPerfect macros to automate office procedures |
|  | **Keystone Provident Life Insurance Company** *(contract)* Feb.–Mar. 1987  *Boston, Massachusetts*  *Technical documentation, office automation*   * Wrote internal documentation * Developed WordPerfect macro and merge files to automate tracking and billing procedures |
|  | **Wang Laboratories, Inc.** *(contracts)* Feb. 1986–Jan. 1987  *Lowell, Massachusetts*  *Technical documentation & illustration, online help, editorial services, German translation, production automation*   * Editing, German translation, and document production for converting four hard-copy lexicons into CD/ROM format: *Random House German/English Dictionary*, *Random House Unabridged English Dictionary*, *Random House Concise English Dictionary*, *Duden German Thesaurus* * Developed extensive Wang glossaries (Wang's scripting language) to automate editorial tasks and CD/ROM production * Developed extensive WordBasic macros to facilitate Windows help authoring * Wrote and illustrated several online help systems |
|  | **Blackfoot Productions** *(contract)* June–Aug. 1986  *Cambridge, Massachusetts*  *Editorial services*   * Script editor for *“Vig*,*”* a stage play by Paul Hapenny |
|  | **Solomon Shechter Day School** *(contract)* May–June 1985  *Newton, Massachusetts*  *Multimedia scripting*   * Wrote narration and storyboard for annual fundraising video |
|  | **Greater Boston YMCA** *(contracts)* Oct.–Nov. 1984, Jan.–Feb. 1985  *Boston, Massachusetts*  *Multimedia scripting, narration*   * Wrote and narrated two radio public service announcements * Wrote audio/visual script for annual meeting/fundraising video |
|  | **Seiler Corporation** *(contracts)* Dec. 1984–Feb. 1985  *Waltham, Massachusetts*  *Newsletters*   * Wrote two monthly corporate newsletters |
|  | **General Electric/Media 1** *(contract)* May 1984  *Lynn, Massachusetts*  *Multimedia production*   * Key Grip for 30-projector audio/visual production for GE “Family Fair Day” |
|  | ***The Yacht* magazine** *(contract)* Aug. 1983–Mar. 1984  *Newport, Rhode Island*  *Writing, photography, editorial services, production management*   * Editorial production manager for first edition of magazine * Wrote copy, took photos for several feature sections * Established stringer contacts and editorial library |
|  | **Roger Vaughan** *(contract)* Nov. 1983–Feb. 1984  *Newport, Rhode Island*  *German translation, biographical research*   * German translation and research for biography of Herbert von Karajan |
|  | ***SAIL* magazine** *(contract)* Dec. 1980  *Boston, Massachusetts*  *Writing, photography*   * Wrote copy and took photographs for *“Visual distress signals*,*”* an article about safety flares and other maritime visual distress signals |
|  | **Fluor Corporation/Daniel Construction** *(contract)* May 1978–Sep. 1978  *Greenville, South Carolina*  *Architectural drafting, technical illustration*   * Architectural and process draftsman for industrial process piping and design facilities |
|  | ***Nikon World* magazine** *(contract)* Jan. 1977  *Garden City, New York*  *Photography*   * Took photos for feature about transatlantic yacht race |