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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* |
| 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 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/)
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| 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
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| **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
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| **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
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|  | **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
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|  | **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
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|  | **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
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|  | **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
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|  | **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
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|  | **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
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|  | **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
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|  | **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
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|  | **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
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|  | **Inmagic, Inc.** *(contract)* Nov. 1991, Feb. 1992*Woburn, Massachusetts**Technical documentation & illustration** Wrote and illustrated user manual for relational database product
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|  | **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
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|  | **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
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|  | **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
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|  | **Massachusetts Senior Action Council** *(contract)* Feb. 1988*Quincy, Massachusetts**Newsletter, interviews** Conducted interviews, wrote articles for Council newsletter
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|  | **IMEC Corporation** *(contract)* Jan.–Feb. 1988*Charlestown, Massachusetts**Technical documentation, German translation** Translated hardware manual for logic-driven electric servo motors into German
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|  | **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
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|  | **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
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|  | **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
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|  | **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
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|  | **Blackfoot Productions** *(contract)* June–Aug. 1986*Cambridge, Massachusetts**Editorial services** Script editor for *“Vig*,*”* a stage play by Paul Hapenny
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|  | **Solomon Shechter Day School** *(contract)* May–June 1985*Newton, Massachusetts**Multimedia scripting** Wrote narration and storyboard for annual fundraising video
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|  | **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
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|  | **Seiler Corporation** *(contracts)* Dec. 1984–Feb. 1985*Waltham, Massachusetts**Newsletters** Wrote two monthly corporate newsletters
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|  | **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
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|  | **Roger Vaughan** *(contract)* Nov. 1983–Feb. 1984*Newport, Rhode Island**German translation, biographical research** German translation and research for biography of Herbert von Karajan
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|  | ***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
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|  | **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
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|  | ***Nikon World* magazine** *(contract)* Jan. 1977*Garden City, New York**Photography** Took photos for feature about transatlantic yacht race
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