



Scott Fordin

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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>

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