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Scott Fordin

📁 *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, **(contract) Sep. 2005–May 2006, Sep. 2006–Apr. 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–Sep. 2009**
Nashua, New Hampshire.

Website development, logo design, internal 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

PeerDirect, **(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) Feb.–Oct. 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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| <p>Torrent Systems, Inc.,
 Cambridge, Massachusetts.
 <i>Technical documentation & illustration, online help, information architecture</i></p> <ul style="list-style-type: none"> ○ Wrote functional specifications for Orchestrate parallel processing <i>Client/Server API Guide</i>, <i>Operator's Guide</i>, and <i>Web House Operator's Guide</i> 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 | <p>(contract) June 2000–Jan. 2001</p> |
| <p>Hurley Communications, Inc.,
 Norwood, Massachusetts.
 <i>Technical documentation & illustration, online help, information architecture</i></p> <ul style="list-style-type: none"> ○ Wrote and illustrated print documentation, training materials, and online help for integrated hospital switchboard and messaging system ○ Performed staff training | <p>(contract) Oct. 1999–May 2000</p> |
| <p>Thomson Financial,
 Boston, Massachusetts.
 <i>Technical documentation, online help, information architecture</i></p> <ul style="list-style-type: none"> ○ 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 | <p>(contract) Nov. 1992–Feb. 1993, Aug. 1998–Mar. 1999</p> |
| <p>Electronic Industries Data Exchange Association,
 Arlington, Virginia.
 <i>Technical documentation & illustration</i></p> <ul style="list-style-type: none"> ○ Co-designed, illustrated, and edited EIDX API specification for managing electronic financial transactions | <p>(contract) July–Sep. 1998</p> |
| <p>Gemsoft Corporation,
 Nashua, New Hampshire.
 <i>Technical documentation & illustration, online help, information architecture</i></p> <ul style="list-style-type: none"> ○ 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 | <p>(contract) Apr.–Oct. 1995, Jan.–Feb. 1996</p> |
| <p>Scan Centers of America,
 Natick, Massachusetts.
 <i>Technical documentation & illustration</i></p> <ul style="list-style-type: none"> ○ Designed, wrote, and illustrated <i>Electronic Document Management: A ScanCenters Primer for Real People</i>, a primer on electronic document management concepts | <p>(contract) Feb.–Apr. 1995</p> |
| <p>Xerox Imaging Systems,
 Cambridge, Massachusetts.
 <i>Audio scripting, narration & production, information architecture</i></p> <ul style="list-style-type: none"> ○ 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 | <p>(contract) Nov. 1992, Apr.–May 1993</p> |

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| <p>Attitash Software, Inc.,
 <i>Nashua, New Hampshire.</i>
 <i>Technical documentation & illustration, online help, automation tools, information architecture</i></p> <ul style="list-style-type: none"> ○ 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 | <p>(contract) Jul.–Oct. 1992</p> |
| <p>Credit Technologies,
 <i>Waltham, Massachusetts.</i>
 <i>Technical documentation & illustration, information architecture, QA testing</i></p> <ul style="list-style-type: none"> ○ 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 | <p>(contract) May–Jul. 1992</p> |
| <p>Keyfile Corporation,
 <i>Nashua, New Hampshire.</i>
 <i>Technical documentation & illustration, online help, automation tools, information architecture</i></p> <ul style="list-style-type: none"> ○ 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 | <p>(contract) June–Oct. 1991, Feb.–Apr. 1992</p> |
| <p>Inmagic, Inc.,
 <i>Woburn, Massachusetts.</i>
 <i>Technical documentation & illustration</i></p> <ul style="list-style-type: none"> ○ Wrote and illustrated user manual for relational database product | <p>(contract) Nov. 1991–Feb. 1992</p> |
| <p>Archetype, Inc.,
 <i>Waltham, Massachusetts.</i>
 <i>Technical documentation & illustration</i></p> <ul style="list-style-type: none"> ○ Wrote and illustrated user manual for Netware/Windows client-server image-management product | <p>(contract) May–June 1991</p> |
| <p>Kurzweil Computer Products/
 Xerox Imaging Systems,
 <i>Cambridge, Massachusetts.</i>
 <i>Technical documentation & illustration, multimedia authoring, accessibility design and testing, information architecture, German translation</i></p> <ul style="list-style-type: none"> ○ 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 | <p>May 1989–June 1991</p> |

Project Software & Development, <i>Cambridge, Massachusetts.</i> <i>Technical documentation & illustration, information architecture, internal training, test management</i>	Feb. 1988–May 1989
<ul style="list-style-type: none"> ○ 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 	
Massachusetts Senior Action Council, <i>Quincy, Massachusetts.</i> <i>Newsletter, interviews</i>	(contract) Feb. 1988
<ul style="list-style-type: none"> ○ Conducted interviews, wrote articles for Council newsletter 	
IMEC Corporation, <i>Charlestown, Massachusetts.</i> <i>Technical documentation, German translation</i>	(contract) Jan.–Feb. 1988
<ul style="list-style-type: none"> ○ Translated hardware manual for logic-driven electric servo motors into German 	
AT&T, <i>Boston, Massachusetts.</i> <i>Technical documentation, internal training, office automation</i>	(contract) Nov.–Dec. 1987
<ul style="list-style-type: none"> ○ 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, <i>Boston, Massachusetts.</i> <i>Technical documentation & illustration, courseware development, system configuration</i>	(contract) Sep.–Nov. 1987
<ul style="list-style-type: none"> ○ 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 ○ Configured PC hardware, wrote DOS batch and instructional files for in-house and customer classrooms 	
Little, Brown Company, <i>Boston, Massachusetts.</i> <i>Editorial services, internal training</i>	(contract) Apr.–June 1987
<ul style="list-style-type: none"> ○ Performed staff training on MultiMate, Lotus 1-2-3, and DOS ○ Provided editorial services for several large internal reference publications 	
Arthur Andersen Mass. Department of Revenue, <i>Boston, Massachusetts.</i> <i>Editorial services, office automation</i>	(contract) Mar.–Apr. 1987
<ul style="list-style-type: none"> ○ 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, <i>Boston, Massachusetts.</i> <i>Technical documentation, office automation</i>	(contract) Feb.–Mar. 1987
<ul style="list-style-type: none"> ○ Wrote internal documentation ○ Developed WordPerfect macro and merge files to automate tracking and billing procedures 	

Wang Laboratories, Inc.,**(contract) 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,**(contract) 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,**(contract) 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,
Boston, Massachusetts.
Writing, photography

(contract) Dec. 1980

- Wrote copy and took photographs for *Visual distress signals*, an article about safety flares and other maritime visual distress signals

**Fluor Corporation/
Daniel Construction,**
Greenville, South Carolina.
Architectural drafting, technical illustration

(contract) May 1978–Sep. 1978

- Architectural illustrator and technical draftsman for industrial process piping and design facilities

Nikon World magazine,
Garden City, New York.
Photography

(contract) Jan. 1977

- Took photos for feature about transatlantic yacht race