



Scott Fordin

*Technical writing & illustration,
online help, information architecture*

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Services offered

- Technical documentation & illustration
- Training materials & courseware
- Technical articles & executive briefings
- Online & inline help systems
- Information architecture & design
- Screencasts & narration

Overview

- **Over 40 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

Salary-based

Ab Initio LLC, Lexington, Massachusetts.

June 2011–March 2024

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 other custom consulting solutions: Customer Interaction Platform (CIP); Active>360 (A360); Co>Relate; Ab Initio-on-Cloud and Site Mover (for Capital One); Metadata-Driven Warehouse Platform (MDWP), and Productivity Pack
- Was "loaned" to JPMC for a non-Ab Initio "Sheltered Harbor" project (a voluntary set of emergency contingency protocols and standards under the auspices of the US Treasury Department)
- Was part of the Control>Center documentation team through several product release cycles
- Wrote sections of Co>Operating System *Configuration Variable Reference* and *Component Reference*.
- Established and led documentation graphics standards team
- Cataloged and analyzed over 4500 images from the product documentation to assess effectiveness, inconsistencies, and workflows
- Created Snagit Profiles, Quick Palettes, and Stamps, and created Illustrator, Photoshop, and Visio templates, styles, stencils, and primitives
- 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

Oracle Corporation, Burlington, Massachusetts.

Feb. 2010–June 2011

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.**Mar. 1993–Feb. 2010***Technical documentation & illustration, multimedia authoring, coding standards, information architecture*

- Documentation lead for Web Space Server project; wrote and illustrated open source and proprietary; created and narrated screencasts, gave trade-show demonstrations
- Led Sun's XML website for over two years; created overall information design, wrote and illustrated numerous technical articles and executive summaries, shepherded more than 20 products through packaging, presentation, copyright, and export control
- Contributed text, illustrations, and editorial services for public and internal Sun API specifications and W3C draft proposals, including WSCI, JAXB, WSPL, XML Pipeline, Java Management Beans, StAX
- Documented Sun Java Application Server and GlassFish server, including first wiki implementations
- Documentation lead for Java Compatibility Test Suite and TCK documentation sets for 24 individual Java technologies
- Wrote scripts against SGML DTD to migrate documents from FrameMaker to SGML and automate document production and management
- Documentation lead for Sun Social software; wrote and illustrated documentation; created and narrated screencasts
- Awarded co-patent for online help mechanism used in Solaris Management Console
- Documentation lead/liaison on joint Sun/Tivoli Corona project to develop a Java-based network application management framework
- Wrote online help systems and Web-based programming guides for Solaris Enterprise Manager, Solaris Management Console, Solaris DHCP Server, NT-NFS, SunPC
- Documentation lead/liaison for Wabi developers and ISVs; wrote diagnostic guides, newsletters, and technical questionnaires
- Founder and co-lead of Online Help Development and Technical teams
- Member of SGML tagging standards team; developed corporate-wide style guides and tagging structures

Kurzweil Computer Products/Xerox Imaging Systems, Cambridge, Massachusetts.**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
- Arranged audio production, tone indexing, Braille labeling, cassette production and packaging
- Performed extensive in-person usability and design testing with vision-impaired users
- Worked with Underwriters Laboratories (UL) to shepherd all documentation procedures targeted for vision-impaired users through UL safety review processes
- Wrote and illustrated user documentation for commercial optical character recognition products
- Performed German translation and technical editing of German-language products

Project Software & Development, Cambridge, Massachusetts.**Feb. 1988–May 1989***Technical documentation & illustration, information architecture, internal training, test management*

- Wrote and illustrated user documentation for graphics portion of VAX and IBM mainframe-based project management system
- Designed and wrote tutorials and online help for DECwindows-based project management system
- Wrote in-house tutorials for desktop publishing with VAX and PC WordPerfect and PostScript print files
- Responsible for beta-testing Kurzweil scanners and software

Atrium Salon & Spa, Nashua, New Hampshire.**June–Sep. 2009***Website development, logo design, internal training*

- Designed and authored website, designed company logo; performed staff training

**Louisiana Energy Services,
National Enrichment Facility, Eunice, New Mexico.****June–Dec. 2007, Jul.–Dec. 2006***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 *UF₆ 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

Infant Jesus School,**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, switches, routers, computers, and software for entire school (≈ 75 nodes); installed and configured software on all school computers

Marguerite's Place, Nashua, New Hampshire.**Dec. 2004***Video authoring & production*

- Created and produced promotional and fundraising video for women's transitional shelter

PeerDirect, Bedford, Massachusetts.**Feb.–Mar. 2003***Technical documentation & illustration, online help*

- Wrote and illustrated documentation and online help for the PeerDirect Database Replication Engine

NuSphere Corporation, Burlington, Massachusetts.**Feb.–Oct. 2001***Technical documentation & illustration, information architecture*

- Wrote and illustrated documentation for three MySQL product releases

Torrent Systems, Inc., Cambridge, Massachusetts.**June 2000–Jan. 2001***Technical documentation & illustration, online help, information architecture*

- Wrote *Orchestrate Web House Operator's Guide* for clickstream processing, data warehousing, and data-mining operator APIs
- Wrote functional specification for Orchestrate parallel processing Client/Server API
- Designed and wrote quick reference cards for Orchestrate/APT parallel processing classes and macros
- Wrote portions of *Orchestrate Operator's Guide*
- Redesigned and updated Orchestrate WinHelp online help system

Hurley Communications, Inc., Norwood, Massachusetts.**Oct. 1999–May 2000***Technical documentation & illustration, online help, information architecture*

- Wrote and illustrated *Message Pro 3000 Operator's Guide* for integrated hospital switchboard system
- Wrote HTML-based online help for *TM2000 Web Messaging* hospital messaging software
- Designed and illustrated Hurley's marketing website

- Thomson Financial,** **Aug. 1998–Mar. 1999, Nov. 1992–Feb. 1993**
Boston, Massachusetts.
Technical documentation, online help, information architecture
- Designed and wrote online help for Java-based financial transaction management application
 - Edited and redesigned API and programming guides for client-side development toolkit for financial transaction management applications
 - Wrote online help for Alert Institutional financial transaction management software
 - Developed context-help structure for Alert Bank and Alert Broker products
- Electronic Industries Data Exchange Association,** *Arlington, Virginia.* **July–Sep. 1998**
Technical documentation & illustration
- Illustrated, and edited specification for EIDX API for managing electronic financial transactions
- Gemsoft Corporation,** *Nashua, New Hampshire.* **Jan.–Feb. 1996, Apr.–Oct. 1995**
Technical documentation & illustration, online help, information architecture
- Wrote and illustrated online help systems for Emerald user and administrator products and Preview
 - Wrote prototype demo for browser-based implementation of Emerald product
 - Co-authored *Emerald Administrator's Guide*
- Scan Centers of America,** *Natick, Massachusetts.* **Feb.–Apr. 1995**
Technical documentation & illustration
- Designed, wrote, and illustrated *Electronic Document Management: A ScanCenters Primer for Real People*, a primer on electronic document management concepts
- Xerox Imaging Systems,** *Cambridge, Massachusetts.* **Apr.–May 1993, Nov. 1992**
Audio scripting, narration & production
- Narrated and wrote intro/outro material for audio cassettes for four Reading Edge product manuals
 - Arranged all details of audio recording, tone indexing, Braille labeling, and cassette production
 - Design consulting for Windows-based online help system
- Attitash Software, Inc.,** *Nashua, New Hampshire.* **Jul.–Oct. 1992**
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
 - Converted *Remote Office User's Guide* from WordPerfect 5.1 to Microsoft Word
- Credit Technologies,** *Waltham, Massachusetts.* **May–Jul. 1992**
Technical documentation & illustration, information architecture, QA testing
- Wrote and illustrated user guides for Remote CAS and Core CDS products
 - Wrote and illustrated beta/promotional documentation for CDS and 800/4-CREDIT products
 - Performed alpha and beta testing on Remote CAS, CDS, and 800/4-CREDIT products
- Keyfile Corporation,** *Nashua, New Hampshire.* **Feb.–Apr. 1992, June–Oct. 1991**
Technical documentation & illustration, online help, automation tools, information architecture
- Wrote and illustrated documentation for OS/2-based network document server product
 - Wrote documentation for Windows-based document management/office automation system
 - Designed and wrote online help system; included developing an extensive set of WordBasic macros

- Inmagic, Inc., Woburn, Massachusetts.** **Nov. 1991–Feb. 1992**
Technical documentation & illustration
 ○ Wrote and illustrated user manual for relational database product
- Archetype, Inc., Waltham, Massachusetts.** **May–June 1991**
Technical documentation & illustration
 ○ Wrote and illustrated user manual for Netware/Windows client-server image management product
- Massachusetts Senior Action Council, Quincy, Massachusetts.** **Feb. 1988**
Newsletter
 ○ Conducted interviews, wrote articles for Massachusetts Senior Action Council newsletter
- IMEC Corporation, Charlestown, Massachusetts.** **Jan.–Feb. 1988**
Technical documentation, German translation
 ○ Translated hardware manual for logic-driven electric servo motors into German
- AT&T, Boston, Massachusetts.** **Nov.–Dec. 1987**
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, Boston, Massachusetts.** **Sep.–Nov. 1987**
Technical documentation & illustration, courseware development, system configuration
 ○ Wrote curriculum specifications for AutoCAD and Aldus PageMaker software training
 ○ 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 sites
- Little, Brown Company, Boston, Massachusetts.** **Apr.–June 1987**
Editorial services, internal training
 ○ Performed in-house staff training on MultiMate, Lotus 1-2-3, and DOS
 ○ Provided editorial services for several large internal reference publications
- Arthur Andersen** **Mar.–Apr. 1987**
Mass. Department of Revenue, Boston, Massachusetts.
Editorial services, office automation
 ○ Performed editorial services for training materials for MASSTAX auditing system
 ○ Developed DOS and WordPerfect batch files to automate office procedures
- Keystone Provident Life Insurance Company,** **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., Lowell, Massachusetts.** **Feb. 1986–Jan. 1987**
Technical documentation, editorial services, German translation, production automation
 ○ Performed editing and German translation for converting four hard-copy lexicons into CD-ROM format
 ○ Developed extensive Wang *glossaries* (Wang scripting language) to automate editorial proofing and CD-ROM production

- Blackfoot Productions, Cambridge, Massachusetts.** **June–Aug. 1986**
Editorial services
 ○ Script editor for “Vig,” a play by Paul Hapenny
- Solomon Shechter Day School, Newton, Massachusetts.** **May–June 1985**
Multimedia scripting
 ○ Wrote audio/visual script for annual fundraiser
- Greater Boston YMCA, Boston, Massachusetts.** **Jan.–Feb. 1985, Oct.–Nov. 1984**
Multimedia scripting, narration
 ○ Wrote and narrated two public service announcements for radio
 ○ Wrote audio/visual script for annual meeting/fundraiser
- Seiler Corporation, Waltham, Massachusetts.** **Dec. 1984–Feb. 1985**
Newsletters
 ○ Wrote two corporate newsletters
- General Electric/Media 1, Lynn, Massachusetts.** **May 1984**
Multimedia production
 ○ Key Grip for 30-projector audio/visual production for GE “Family Fair Day”
- The Yacht magazine, Newport, Rhode Island.** **Aug. 1983–Mar. 1984**
Writing, photography, editorial, production management
 ○ Editorial production manager for first edition
 ○ Wrote copy, shot photos for miscellaneous feature sections
 ○ Established stringer contacts and editorial library
- Roger Vaughan, Newport, Rhode Island.** **Nov. 1983–Feb. 1984**
German translation, biographical research
 ○ Performed German translation and biographical research for biography of Herbert von Karajan
- SAIL magazine, Boston, Massachusetts.** **Dec. 1980**
Photojournalism
 ○ Wrote and took photographs for “Visual distress signals,” an article about safety flares and other visual distress signals
- Fluor Corporation/
Daniel Construction, Greenville, South Carolina.** **May 1978–Sep. 1978**
Architectural drafting, technical illustration
 ○ Architectural illustrator and technical draftsman for industrial process piping and design facilities
- Nikon World magazine, Garden City, New York.** **Jan. 1977**
Photojournalism
 ○ Took photos for photo essay about transatlantic yacht race

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_EXShop ▪ T_EXstudio ▪ Ulysses ▪ vi/vim ▪ Word

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

Video: Camtasia ▪ HandBrake ▪ iMovie ▪ Premiere ▪ Subler ▪ TMPGEnc ▪ Vegas

Audio: Audacity ▪ Ferrite ▪ GarageBand ▪ ID3 Editor ▪ Reaper ▪ Subler

Scripting & coding: Bash/KSH/ZSH ▪ CSS ▪ Java ▪ JavaScript ▪ 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 four Independent Studies at the Boston Museum of Fine Arts School: Animation, Choreography, Painting (2)
 - Fulfilled University Language Requirements in German and Spanish
- **Ab Initio, 2011–2024**
 - Ongoing coursework and lectures in Co>Operating System, Graphical Development Environment, Technical Repository, Metadata Hub, Express>It, Authorization Gateway, Control>Center, Co>Relate, Query>It, and Active>Data
- **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 and lectures in Java programming, MySQL development and administration, and SGML authoring