Scott Fordin

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Technical writing & illustration
Online & inline help
Information architecture & design

Summary

- **Broad experience** in salaried and project-based positions as a technical writer, illustrator, information architect, UI designer, online help developer, and multimedia author
- Deep expertise 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
- My complete work experience and numerous samples are also available on my website, https://ohelp.com.

Experience

Ab Initio LLC,   **June 2011–March 2024**
Lexington, Massachusetts.
Technical documentation & illustration, information architecture, graphics tools, consulting solutions

- Embedded for five years (March 2016–February 2021) at JPMorgan Chase (JPMC) as part of several Ab Initio field-consulting and development teams
- "Loaned" to JPMC for a non-Ab Initio Sheltered Harbor project (emergency standards and protocols under the auspices of the US Treasury Department)
- Documented Ab Initio custom field-consulting solutions for various clients:
  - Ab Initio-on-Cloud Migration and Site Mover (Capital One)
  - Customer Interaction Platform (XL, Telkomsel)
  - Active>360 (XL, Telkomsel, Barclays Bank)
  - Co>Relate, Metadata-Driven Warehouse Platform, Productivity Pack (shared)
- Established an internal documentation graphics standards team:
  - Cataloged and analyzed over 4500 images from the then-current product documentation to assess effectiveness, inconsistencies, and workflows
  - Wrote PHP, KSH, CSS, and cron scripts to generate nightly and on-demand image galleries from nightly documentation builds
  - Configured and maintained several Apache application servers to host image galleries and graphics tools
  - Created Illustrator, Photoshop, and Visio templates, styles, stencils and primitives; developed Snagit Profiles, Quick Palettes, and Stamp sets
  - Wrote graphics standards and tools chapter for the internal Writer's Guide
- Documented portions of the Co>Operating System Configuration Variable Reference and Co>Operating System Component Reference
- Principal on the Control>Center documentation team through several releases

Oracle Corporation,

Feb. 2010–June 2011

Burlington, Massachusetts.
Technical documentation & illustration, information architecture & tooling, German translation

○ Documentation lead for the Web Space Server project
○ Documented the first major releases of the commercial and open-source versions of the fully Oracle-branded GlassFish Server product
○ Contributed illustrations and German localization of code samples for the Java EE 6 Tutorial
○ Performed product assessments, workflow analyses, and provided tooling and script support as part of the Sun-to-Oracle transition team

Sun Microsystems,

***(salaried)* Mar. 1993–Feb. 2010**

Burlington, Massachusetts.
Technical documentation & illustration, multimedia authoring, information architecture & tooling, coding standards, German translation

○ Led Sun's XML website for three years:
  - Developed overall information and site design
  - Wrote and illustrated more than twenty technical articles and executive summaries
  - Shepherded more than twenty new XML technologies through packaging, localization, copyright, and export control
○ Contributor on various Worldwide Web Consortium (W3C) and Java Community Process (JCP) API specifications and draft proposals, including WSCI, JAXB, WSPL, XML Pipeline, Java Management Beans, StAX
○ Awarded co-patent for inline help mechanism used in Solaris Management Console
○ Founder and co-lead of Online Help Development and Technical Authoring teams:
  - Member of SGML tagging standards team
  - Developed corporate-wide style guides and SGML tagging structures
  - Wrote PHP and shell scripts to migrate document sources from FrameMaker to SGML and to automate document source management and production
○ Documentation lead for Web Space Server project:
  - Wrote and illustrated documentation for open-source and proprietary products
  - Created and narrated several series of screencasts
  - Gave trade-show demonstrations
○ Documentation lead for Sun Social software:
  - Wrote and illustrated product documentation
  - Created and narrated several series of screencasts
○ Documentation lead for Java Compatibility Test Suite and TCK documentation sets for twenty-four individual Java technologies
○ Designed and wrote online help systems and Web-based programming guides for Solaris Enterprise Manager, Solaris Management Console, Solaris DHCP Server, NT-NFS, SunPC

Louisiana Energy Services, National Enrichment Facility,   *(contract)* **Jul.–Dec. 2006, June–Dec. 2007**

Eunice, New Mexico.
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 *UF$_6$ Compendium* (an introduction to uranium hexafluoride production and its roles in nuclear enrichment and reprocessing) from German into English
- Developed information architecture for company-wide Documentum implementation

Older entries

- Please contact me or see my **résumé addendum** for details about my older work — for example, at Kurzweil Computer Products/Xerox Imaging Systems, Project Software and Development, NuSphere Corporation, Torrent Systems, Thomson Financial, and Wang Laboratories, among many other clients.

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)

Education

- **B.A. English, Tufts University**
  - Minor focuses in Engineering Sciences and Fine Arts
  - Completed five Independent Studies (Tufts credits) through Boston Museum of Fine Arts School: Animation, Choreography (x2), Painting (x2)
  - Fulfilled University Language Requirements in German and Spanish

Software tools

Writing	▪ Arbortext ▪ Bear ▪ Byword ▪ Drafts ▪ Editorial ▪ Emacs ▪ FrameMaker ▪ FreeMind ▪ LibreOffice ▪ Notepad++ ▪ NoteTab Pro ▪ oXygen ▪ Scrivener ▪ SimpleMind ▪ Sublime Text ▪ TEXShop ▪ TEXstudio ▪ Ulysses ▪ vi/vim ▪ Word
Graphics	▪ Affinity Designer ▪ Affinity Photo ▪ Amadine ▪ Concepts ▪ Focos ▪ GIMP ▪ Illustrator ▪ Inkscape ▪ Lightroom ▪ Linearity Curve ▪ Photoshop ▪ PowerPoint ▪ Procreate ▪ Snagit ▪ Visio
Video	▪ Camtasia ▪ ffmpeg ▪ HandBrake ▪ Linearity Move ▪ Premiere ▪ Subler ▪ TMPGEnc ▪ Vegas Studio
Audio	▪ Audacity ▪ Ferrite ▪ ID3 Editor ▪ Reaper
Markup	▪ CSS ▪ HTML ▪ JSON ▪ Markdown ▪ SGML ▪ $\TeX$/$\LaTeX$ ▪ XML ▪ YAML
Content management	▪ Confluence ▪ Drupal ▪ GitHub ▪ SharePoint ▪ WordPress
Scripting & coding	▪ Bash/KSH/ZSH ▪ CGI ▪ Java ▪ JavaScript ▪ Perl ▪ PHP ▪ Python
Source control & issue tracking	▪ CVS ▪ Git ▪ Jira ▪ Perforce ▪ Subversion
Containerized deployment	▪ Ansible ▪ Docker ▪ Helm ▪ Kubernetes
Ab Initio	▪ Authorization Gateway ▪ Co>Operating System ▪ Co>Relate ▪ Control>Center ▪ GDE ▪ Metadata Hub ▪ Query>It ▪ Technical Repository