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Scott Fordin

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

(Contract-based project summary)

i I have over 40 years experience in both **salaried** and **contract-based project** positions. This résumé lists only my **contract-based projects**. For details about my salary-based employment, please see `scott_fordin-resume_salary.pdf`. For my complete résumé, including education, publications, and software skills, please see `scott_fordin-resume_full.pdf`.

Services offered

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

Contract-based projects

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, Nashua, New Hampshire. **Sep. 2005–May 2006, Sep. 2006–Apr. 2007**

Network infrastructure, software installation & configuration, staff training

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, Boston, Massachusetts.** **Aug. 1998–Mar. 1999, Nov. 1992–Feb. 1993**
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.*
Architectural drafting, technical illustration

May 1978–Sep. 1978

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

Nikon World magazine, *Garden City, New York.*
Photojournalism

Jan. 1977

- Took photos for photo essay about transatlantic yacht race