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Scott Fordin

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

(Salary-based employment summary)

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

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

Salary-based employment

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, **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