

Alison Jane Peck

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A freelance technical author and trainer with experience in developing online and printed documentation, including training materials, and delivering training on a wide range of subjects ranging from standard and bespoke software applications to policies, procedures and skills such as performance management and problem solving.

A selection of the projects on which I have worked and the industries in which they are based is given below.

Writing and editing

User guides, reference guides and online help

Recent projects include:

- ✧ **4energy** – installation and user guides for the suite of data centre environment monitoring software.
- ✧ **ACM Solutions Ltd** – user guidance notes for the advisor case management system, which is supported by Advice UK.
- ✧ **ID Computing** – developed user documentation for nursery and pre-school staff who were using the EYFS Progress Tracker software.
- ✧ **Intercede Ltd** - updated and created a range of user and administrator documentation, including online help, for Intercede's identify management software (smart cards).
- ✧ **Interflora** – wrote the user guide for florists using Interflora's new order management system in InDesign.
- ✧ **Isode Ltd** - restructured and updated the administrator guides for Isode's M-Switch (a mail server) and M-Vault (an X500 Directory), initially in Framemaker and then in XMLMind (using the DocBook schema). Policies and procedures
- ✧ **NHS Supply Chain** – documentation for the software applications used by customers and suppliers.

e-Learning

- ✧ **4energy**: Simulations for sales support and for instruction in Adobe Captivate 4.
- ✧ **egg**: Developed a large number of demonstrations, simulations and assessments in Adobe Captivate 3 for the training of call centre staff for this large financial institution.

Other types of document

I have also written case studies, white papers, bids and proposals, and other documents. Details available from my website or on request.

Teaching and training

Technology (including software)

- ✧ Developed and delivered courses to meet specific needs for Microsoft Office and Adobe Acrobat to businesses and the voluntary sector.
- ✧ Comfortable developing and delivering courses for software of all kinds – both off-the-shelf software and that developed to fulfil a specific commercial requirement.
- ✧ An associate lecturer for the Open University, currently teaching TU100 – My Digital Life.

Writing skills

- ✧ Deliver courses on all types of business and technical writing (bids, business cases, reports, technical documents, writing for the web).

Miscellaneous

- ✧ Production editor for the ACCU (Association of C and C++ Users) journals. Role includes proofreading, layout in FrameMaker, liaison with printers and delivery of files in PDF and XML format.
- ✧ Provide expertise in Word to a company (Decent Typesetting) that specialises in DTP using Quark and InDesign.
- ✧ Template development in Microsoft Word, for corporate and individual use.

Previous employment

Nexor, Bell House, Nottingham Science and Technology Park, University Boulevard, Nottingham, NG7 2RL, England.

Provides messaging and directory solutions to government, military and financial institutions worldwide.

Technical Author – June 2000 to October 2004

CSE-Servelec Limited, Rotherside Road, Eckington, Sheffield, S21 4 HL, England.

Provides software for the NHS, aimed at Community and Mental Health services.

Health Product Specialist – February 1996 to June 2000

Nursing – Worked as a qualified nurse (Staff Nurse and School Nurse) from August 1982 to February 1996 at various locations (hospital and community based) within the Nottingham area. This period of time incorporated a career break from May 1984 to December 1990, during which time I worked on an ad-hoc basis to maintain my professional competence.

Qualifications and professional organisations

Higher education

- ✧ Diploma in English Language Studies – awarded December 2010
- ✧ PGCCE (Post-Graduate Certificate in Continuing Education) – awarded October 2007
- ✧ MA in Technical Communication – awarded September 2005
- ✧ BSc (Hons) 2:1 – awarded December 2000
- ✧ Diploma in Computing – awarded December 1998

Currently studying towards an MA in Online and Distance Education with the Open University.

Secondary education

- ✧ 'A' levels in Mathematics, Biology, French and Physics (June 1979)
- ✧ 'O' levels in Mathematics, Biology, Physics, Chemistry, English Language, English Literature, French and German (June 1977)

Other qualifications

- ✧ S.R.N. (State Registered Nurse) – attended Nottingham School of Nursing, qualified in August 1982
- ✧ Full UK driving licence – clean

Professional organisations

- ✧ Fellow of the Institute of Scientific and Technical Communicators (ISTC)
- ✧ Associate member of the Society for Editors and Proofreaders (SfEP)

Software applications

Note: Software is for the Windows operating system and all current/recent versions, unless otherwise stated.

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| ✧ Word Processing and DTP | ✧ Graphics |
| ▪ Adobe InDesign and FrameMaker | ▪ Adobe Illustrator and Photoshop |
| ▪ Microsoft Word and Publisher | ▪ Serif PhotoPlus |
| ▪ Quark Xpress 4.0 (Windows)/6.5 (Mac) | ▪ Techsmith Snag-it |
| ▪ Serif PagePlus | ✧ Miscellaneous |
| ✧ Online Help | ▪ Adobe Acrobat |
| ▪ Adobe RoboHelp | ▪ Microsoft Excel |
| ✧ Presentations and Training Materials | ▪ Microsoft Outlook |
| ▪ Adobe Captivate | ▪ Microsoft Visio |
| ▪ Microsoft PowerPoint | ▪ XMLMind (for DocBook) |

Portfolio

Samples of my work are available from my website: www.clearly-stated.co.uk