

A technical author with experience in developing online and printed documentation for a variety of purposes, including instruction, promotion (case studies and website content), persuasion (bids, proposals and business cases) and reference (white papers, datasheets) for a number of industries.

Relevant achievements and experience

Technical Author and Training Consultant

November 2004 to present

- Updated existing administration manuals and online help for a set of messaging and data transfer products for use in high-security environments.
- Produced a series of case studies outlining the benefits of using a client's product suite, published to the client's website and distributed to potential customers.
- Developed installation instructions, user guides and data sheets for a suite of data centre environment monitoring software. The majority of the documents were produced in Word, but simulations were also developed to demonstrate the capabilities of the system.
- Created e-learning materials to instruct non-native speakers in the use of an online e-learning platform, which include captions and voiceover.
- Designed, developed and delivered training courses in writing skills (technical, bid, report and general business writing) and the use of various software applications to businesses in both the public and private sectors.
- Generated user guidance for online ordering systems used by the NHS covering all of the ordering modules and some of the supplier and reporting modules.
- Consulted on the development of a child health module, providing insight into workflow and scenarios, for a software provider to the NHS. Developed test scripts for acceptance testing (UAT) and training materials.
- Provided guidance documentation for users of a case management system working in the 'advice' sector, taking into account the nature of their work and that many are volunteers.
- Designed and wrote end-user documentation for a variety of software applications including: software used by nurseries and pre-school staff in schools; an order management system used by florists nationwide; and an identity management suite that uses smartcards to authenticate individuals.

Associate lecturer for the Open University

September 2007 to June 2015

Most recently, taught TU100 'My digital life'. This is a first-level undergraduate course providing an introduction to computing and technology, incorporating appropriate levels of numeracy and report writing.

Technical Author at Nexor Ltd

June 2000 to October 2004

- Wrote user and administrator guides for the secure messaging suite of products.
- Developed training materials and ran 'train the trainer' sessions for military staff who then trained their teams in the use of the software.
- Delivered end-user training on a rolling basis to groups of administrators of the secure messaging system.

Health Product Specialist at CSE Servelec Ltd

February 1996 to June 2000

- Specified the Child Health module for InteHealth (a community and mental health software system).
- Wrote user manuals, online help and training materials for the InteHealth suite of modules.
- Delivered 'train-the-trainer' and end-user training to trusts, and provided configuration advice to help meet the scenarios they encountered.

Nurse in the Nottingham area

August 1982 to February 1996

Worked in various specialties including Health Care of the Elderly and for community services as a School Nurse.

Qualifications and professional organisations

Academic qualifications

- 2014 MA in Online and Distance Education, Open University
- 2013 Certificate in Mathematics, Open University
- 2010 Diploma in English Language Studies, Open University
- 2007 PGCE (Post-Graduate Certificate in Continuing Education), Nottingham University
- 2005 MA in Technical Communication, Sheffield Hallam University
- 2000 BSc (Hons) 2:1(Open), Open University
- 1998 Diploma in Computing, Open University

Professional qualifications

S.R.N. (State Registered Nurse) – attended Nottingham School of Nursing, qualified in August 1982

Other relevant training

Attended a three-day residential “How To Be A Brain-Friendly Trainer” course in November 2012.

Certified as a MadCap Advanced Developer in June 2017.



Professional organisations

Fellow of the ISTC (Institute of Scientific and Technical Communicators) and have presented at the annual ISTC conference – Technical Communication UK – most recently in Nottingham in 2017. I have served on the ISTC Council since 2008 and was ISTC President from 2014 to 2017.

Fellow of ITOL (Institute of Training and Occupational Learning).

Software applications and technical skills

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

A high level of proficiency applies unless otherwise indicated.

Word Processing and DTP

- Microsoft Word
- Adobe InDesign
- Microsoft Publisher*
- Serif PagePlus

Technical authoring tools

- Madcap Flare
- Adobe Framemaker
- Adobe RoboHelp

Presentations and Training Materials

- Adobe Captivate
- Madcap Mimic
- Microsoft PowerPoint

XML Editor

- XML Mind

Graphics

- Adobe Illustrator and Photoshop*
- Techsmith Snag-it
- Serif PhotoPlus

Wikis

- Confluence*
- MediaWiki*

Miscellaneous

- Adobe Acrobat
- Microsoft Excel
- Microsoft Outlook
- Microsoft Visio*

* indicates working knowledge

Investigating software packages is a key element of my usual role, and I have never found it difficult to become proficient in the use of a different package in a very short period of time. I taught myself how to use Madcap Flare and passed their certification program in June 2017.

As well as the above software packages, I am familiar with HTML, CSS and XML (DocBook and DITA schemas).