
Full Resume

Rhonda Bracey

Contents

Summaries	2
Executive Summary	2
Career Summary	3
2011	3
2010	3
2009	4
2008	4
2007	5
2006	6
2005	7
2004	8
2002-2003	8
2000-2001	11
Before 2000	13
Computing / Software Skills	16
Software Tools Experience.....	17
Technical Writing Experience	18
Overview.....	18
Software Industry	19
Mining and Resources Industry	22
Journal articles	23
Other	24
Technical Editing Experience	26
Editing Experience	26
Other Experience	28
User Interface Experience	28
Training and Presentation Experience	29
Web Design Experience	32
Research Experience	33
Professional Associations and Volunteer Activities	34
Technical Communication	34
Teacher-Librarian	36
Personal Qualities	37
Independent and Team Worker	37
Interpersonal and Communication Skills.....	38
Computer Literacy	38

SUMMARIES

In This Section

Executive Summary.....	2
Career Summary	3
Computing / Software Skills.....	16

Executive Summary

Contact Details

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Experience

- Technical communicator since 1997 (including technical writing and editing, and web content); own business (CyberText Consulting Pty Ltd) since 1999
- 5 years computer support, training, and writing
- 18 years secondary teaching (teacher-librarianship) and administration

Personal Qualities

- Diligent, meticulous, and hard working; quick and accurate worker
- Highly self-motivated
- Capable of working both independently (I work remotely from my home office most of the time) and in a team environment
- Quick learner; enjoy challenging work
- Very principled; high integrity
- Able to communicate well with people at all levels, and in various modes

Qualifications

- BA (Communications) [Murdoch University, 1979]
- BEd (School Librarianship) [Nedlands College, 1979]

Professional Memberships

- Senior Member of the Society for Technical Communication
- Member of the Society of Editors (WA) Inc.

References

- Testimonials available from website

Career Summary

2011

(Reverse chronological order)

Dates	Role	Client	Responsibilities
ongoing	Technical Writer and Editor	Chevron Australia	<ul style="list-style-type: none">▪ Edited hundreds of complex Word documents for the Gorgon Gas Development project (Health, Environment and Safety area).▪ Created and edited web pages for the Gorgon Gateway internal website (Health, Environment and Safety area).▪ Created mini movies of Word 2007 procedures for Gorgon HES staff using Adobe Captivate.▪ Edited complex Word documents for the Gorgon Expansion Project (Health, Environment and Safety area).
Apr 2011	Editor	Char James-Tanny	<ul style="list-style-type: none">▪ Edited Char James-Tanny's new book <i>Learning Author-it</i>, and wrote the Foreword.
ad hoc	Editor	Prestologic	<ul style="list-style-type: none">▪ Edited web copy, emails, conference papers.

2010

(Reverse chronological order)

Dates	Role	Client	Responsibilities
ongoing	Technical Writer and Editor	Chevron Australia	<ul style="list-style-type: none">▪ Edited hundreds of complex Word documents for the Gorgon Gas Development project (Health, Environment and Safety area).▪ Created web pages for the Gorgon Gateway internal website (Health, Environment and Safety area).▪ Created mini movies of Word 2003 and Word 2007 procedures for Gorgon HES staff using Adobe Captivate.▪ Edited complex Word documents for the Wheatstone Project (Health, Environment and Safety area)
Jul 2010	Technical Editor	Winthrop Australia	<ul style="list-style-type: none">▪ Edited and reformatted proposal document (Microsoft Word)

2009

(Reverse chronological order)

Dates	Role	Client	Responsibilities
November	Technical Editor	FEA Plantations	<ul style="list-style-type: none"> Edited <i>Project 2010: Product Disclosure Statement</i>.
November	Technical Editor	Forest Enterprises Australia	<ul style="list-style-type: none"> Edited <i>2009 Sustainability Report</i>.
July	Webmaster	Bridgetown-Greenbushes Chamber of Commerce and Industry	<ul style="list-style-type: none"> Redesigned and rewrote their website. Volunteer project.
ongoing	Technical Writer and Editor	Chevron Australia	<ul style="list-style-type: none"> Edited hundreds of complex Word documents for the Gorgon Gas Development project (Health, Environment and Safety area). Designed incident report forms.
May	Technical Communicator	impress: clear communication	<ul style="list-style-type: none"> Created complex mail merge Word document for Tasmanian government department.
March - April	Speaker	WritersUA Conference	<ul style="list-style-type: none"> Presented a session at the WritersUA Annual Conference (Seattle), titled "Techniques for Reviewing a User Interface". Panel member for a session titled "Career Strategies for Embedded UA"
ongoing to March 2009	Technical Communicator	Runge Limited	<ul style="list-style-type: none"> Redesigned the MRM Mining Services website. Edited various internal and external newsletters. Edited and updated content on the Runge website. Created new pages, edited and updated existing pages on the internal wiki and Sharepoint portal. Edited and updated content on the Fractal Technologies website.

2008

(Reverse chronological order)

Dates	Role	Client	Responsibilities
Sept -	Editing	Chevron Australia	<ul style="list-style-type: none"> Edited numerous complex Word documents for Gorgon Gas Development project (Health, Environment and Safety area).
July -	Consulting	Tech-Tav	<ul style="list-style-type: none"> Created Word and HTML templates for Tech-Tav's Author-it clients.
June	Training / Consulting	ISS Group	<ul style="list-style-type: none"> Author-it training and consulting.
April	Consulting	Jeppesen	<ul style="list-style-type: none"> Author-it consulting.

Dates	Role	Client	Responsibilities
April	Editing	SBC Warren Blackwood	<ul style="list-style-type: none"> Edited website content.
April	Consulting	PlugPower	<ul style="list-style-type: none"> Author-it consulting.
March	Speaker	WritersUA Conference	<ul style="list-style-type: none"> Presented a session at the WritersUA Annual Conference (Portland), titled "Techniques for Reviewing a User Interface".
ongoing	Technical Communicator	Runge Limited	<ul style="list-style-type: none"> Edited Runge's IPO Prospectus. Edited various internal and external newsletters. Edited GeoGAS website content. Wrote various reference manuals and other user documentation for the Mining Dynamics software products using Author-it. Wrote and edited the Runge corporate style guide using Author-it. Updated the FracSIS online Help using Author-it. Created new pages, edited and updated existing pages on the internal wiki and Sharepoint portal. Member of a team investigating user interface and usability issues for the Mining Dynamics software products.

2007

(Reverse chronological order)

Dates	Role	Client	Responsibilities
Nov - Dec	Web designer	Scotts Brook	<ul style="list-style-type: none"> Designed the Scotts Brook website (http://www.scottsbrook.com.au). Wrote new content and edited existing content.
Jul - ongoing	Technical Communicator	Runge Limited	<ul style="list-style-type: none"> Wrote the Mining Dynamics Control reference manual using Author-it. Created Word templates for Mining Dynamics. Implemented Author-it for the Mining Dynamics documentation. Wrote and edited the Runge corporate style guide using Author-it. Designed the Minarco-MineConsult.com website. Restructured an internal Wiki for a software development team and wrote content for it. Member of a team investigating user interface and usability issues for a new software product.
Jun	Editor	Raggedy Stitches	<ul style="list-style-type: none"> Redesigned quilt pattern instructions to make them more readable and usable.
May - ongoing	Web designer	Prestologic	<ul style="list-style-type: none"> Designed the Prestologic.com website.
April, Oct	Consultant	PhD student	<ul style="list-style-type: none"> Set up Word template and styles; trained the student in their use. Edited thesis.

Dates	Role	Client	Responsibilities
Mar	Technical Writer	Office of Native Title	<ul style="list-style-type: none"> Applied styles, formatting, and layout to a Position Paper: "Government Business Activities and the Extinguishment of Native Title".
ongoing to Jun 2007	Technical Writer	BMS Solutions Pty Ltd	<ul style="list-style-type: none"> Continued work on their user documentation suite using Author-it. Maintained corporate intranet site. Created demonstration movies of the new interface, software processes, and internal training material using Adobe Captivate.
ongoing to Jul 2007	Technical Writer	Fractal Technologies	<ul style="list-style-type: none"> Redesigned the Fractal Technologies website. Continued work on their user documentation suite using Author-it. Created demonstration movies of FracSIS and Spatial Data Server processes using Adobe Captivate.

2006

(Reverse chronological order)

Dates	Role	Client	Responsibilities
Oct	Speaker	ASTC (NSW)	<ul style="list-style-type: none"> Presented a session at the ASTC (NSW) Annual Conference (Sydney), titled "Reviewing screen-based content".
Sept	Speaker	Curtin University	<ul style="list-style-type: none"> Spoke to an undergraduate Business School class on business entrepreneurship.
Jul	Trainer / Consultant	Optimiser Pty Ltd	<ul style="list-style-type: none"> Microsoft Word training and consulting: styles and templates; set up corporate templates
Jun-Jul	Trainer / Consultant	Chris Walker	<ul style="list-style-type: none"> Microsoft Word training and consulting: styles and templates
May	Technical Editor	City of Subiaco	<ul style="list-style-type: none"> Edited and rewrote safety fact sheets for small businesses.
May	Speaker	AODC conference	<ul style="list-style-type: none"> Presented a session at the AODC Annual Conference (Cairns), titled "Reviewing screen-based content".
Apr	Speaker	WritersUA Conference	<ul style="list-style-type: none"> Presented a session at the WritersUA Annual Conference (Palm Springs), titled "Customizing HTML outputs using Author-it".
Jan	Consultant	OmniSTAR	<ul style="list-style-type: none"> Converted existing documentation into Author-it.
ongoing - Nov	Technical Writer	Dolphin Software	<ul style="list-style-type: none"> Updated user documentation and tutorials for v2 release of their software.
ongoing	Technical Writer	BMS Solutions Pty Ltd	<ul style="list-style-type: none"> Continued work on their user documentation suite using Author-it. Maintained corporate intranet site. Created demonstration movies of the new interface, software processes, and internal training material using Adobe Captivate.
ongoing	Technical Writer	Fractal Technologies	<ul style="list-style-type: none"> Wrote online Help for Mesh 3D modelling software using Author-it. Created demonstration movies of Mesh

Dates	Role	Client	Responsibilities
			<ul style="list-style-type: none"> processes using Adobe Captivate. Revised Help files for Spatial Data Server application v2 and v3. Created demonstration movies of FracSIS and Spatial Data Server processes using Adobe Captivate.

2005

(Reverse chronological order)

Dates	Role	Client	Responsibilities
Oct	Editor	Office of Native Title	<ul style="list-style-type: none"> Edited and reformatted "Preparing Connection Material: A Practical Guide".
Sept	Various	STC Australia Chapter	<ul style="list-style-type: none"> Designed and created the annual survey of Australian technical communicators; results.
Sept	Speaker	Society of Editors (WA), Inc.	<ul style="list-style-type: none"> Spoke to this group on the topic: "From paper to pixels: Dealing with digital content".
Jun	Consultant	OmniSTAR	<ul style="list-style-type: none"> Demonstrated Author-it and did basic Author-it training.
Mar	Speaker	WritersUA Conference	<ul style="list-style-type: none"> Presented a session at the WritersUA Annual Conference (Las Vegas), titled "Time-saving techniques using Author-it".
ongoing	Technical Writer	Dolphin Software	<ul style="list-style-type: none"> Updated user documentation and tutorials for v2 release of their software.
ongoing	Technical Writer	BMS Solutions Pty Ltd	<ul style="list-style-type: none"> Continued work on their user documentation suite using Author-it. Redesigned corporate intranet site. Created demonstration movies of the new interface, software processes, and internal training material using Adobe Captivate.
ongoing	Technical Writer	Fractal Technologies	<ul style="list-style-type: none"> Wrote new documentation to reflect changes in FracSIS applications as a result of SP2 release using Author-it. Wrote new Help files for Spatial Data Server application using Author-it. Created demonstration movies of FracSIS and Spatial Data Server processes using Adobe Captivate.

2004

(Reverse chronological order)

Dates	Role	Client	Responsibilities
Nov - ongoing	Technical Writer	Fractal Technologies	<ul style="list-style-type: none"> Converted all RoboHelp documentation (Help files, tutorials, white papers etc.) into Author-it. Wrote new Help files for Spatial Data Server application.
Aug - Oct	Technical Writer	Mortgage Free Australia	<ul style="list-style-type: none"> Wrote user guide for the Mortgage Reduction Plan software.
Aug	Technical Writer	Guillaume Perreault (Quebec)	<ul style="list-style-type: none"> Converted WinHelp files to ForeHelp DBZ files.
Aug	Various	Lifelong Learning	<ul style="list-style-type: none"> Fixed styles in Word documents. Delivered PowerPoint training at Pilbara Training Solutions, Karratha.
Jul	Trainer	WA Institute of Sport	<ul style="list-style-type: none"> Trained staff on PaintShop Pro techniques.
May	Speaker	STC Annual Conference	<ul style="list-style-type: none"> Co-presented a demonstration session at the 51st Annual STC Conference (Baltimore), titled "Author-it Tips and Tricks".
Feb - Jul	Technical Writer	Rosendorff's Diamond Jewellers	<ul style="list-style-type: none"> Wrote policies and procedures manual using Author-it. Wrote "Product Knowledge Manual" for sales staff using Author-it.
Jan	Editor	Kensington Travel	<ul style="list-style-type: none"> Edited the content and designed the new layout of Kensington Travel's January 2004 brochure.
Jan	Consultant	Metech Pty Ltd	<ul style="list-style-type: none"> Assisted technical writer in analysing options for converting online help and tutorials from RoboHelp and Ventura to Author-it.

2002-2003

(Reverse chronological order)

Year	Dates	Role	Client	Responsibilities
2003	Dec	Editor	Sylvatech Australia Pty Ltd	<ul style="list-style-type: none"> Edited <i>Sylvatech Tropical Timbers 2004: Product Disclosure Statement</i>.
2003	Nov - 2006	Webmaster	STC Australia Chapter	<ul style="list-style-type: none"> Redesigned STC Australia Chapter website. Took over webmaster duties for this website.
2003	Nov - 2004	Technical Writer	CSBP Fertilisers	<ul style="list-style-type: none"> Converted Word documents into Author-it. Trained staff in Author-it basics. Consulted and assisted as required.
2003	Nov - Dec	Technical Writer	Water Corporation	<ul style="list-style-type: none"> Wrote quick reference sheets for new SAP module - Corporate Real Estate
2003	Jul -	Technical	Ramesys	<ul style="list-style-type: none"> Wrote online help for Ramesys software

Year	Dates	Role	Client	Responsibilities
	2007	Writer	Global	<ul style="list-style-type: none"> using Author-it. Produced and edited the online presentation for Placer Dome Canada using Author-it. Converted the System Documentation Word document to online help using Author-it.
2003	Jun	Consultant	CTR Solutions	<ul style="list-style-type: none"> Advised developer on options for single-sourcing their software documentation.
2003	May	Speaker	STC Annual Conference	<ul style="list-style-type: none"> Delivered a paper to the 50th Annual STC Conference (Dallas), titled "Training 101: Logistics for Face-to-Face Instruction"
2003	Ad hoc	Contributor	The Writer's E-Zine	<ul style="list-style-type: none"> Wrote various <i>Business of Writing</i> and <i>Craft of Writing</i> articles for this webzine.
2003	Feb - Oct	Technical Writer	Department of Education and Training	<ul style="list-style-type: none"> As part of the SOE team, wrote documentation for end users (teachers) and SOE team (such as configuration documents, system administrator procedures, etc.). Edited and updated the content of the Learning Technologies Contracts website. Wrote the content and designed the <i>SIDE/SOTA Upgrade Programme</i> website. Wrote documentation for homesteads and School of the Air teachers on behalf of the <i>SIDE/SOTA Upgrade Programme</i>. Wrote documentation for school users on behalf of the Customer Service Centre. Wrote online help for InstallShield's AdminStudio to match the business processes and workflows of the SOE team. Edited end-user documentation for <i>100 Schools Project</i>. Edited end-user documentation for <i>Telecommunications Deployment Project</i>.
2003	Jan - 2004	Technical Writer	Gemcom Australia Pty Ltd	<ul style="list-style-type: none"> Wrote online help for ProdTrak stockpile maintenance software using RoboHelp.
2003	Jan - Feb	Editor	Sylvatech Australia Pty Ltd	<ul style="list-style-type: none"> Edited <i>Sylvatech Tropical Timbers 2003: Product Disclosure Statement</i>.
2002 - 2003	Oct - 2006	Technical Writer	Dolphin Software	<ul style="list-style-type: none"> Wrote online help for Survey Author software. Wrote online help for Survey Collator software. Wrote Getting Started tutorial using Author-it. Involved in usability analysis of GUI for both products. Converted online help from RoboHelp to Author-it.
2002	Ad hoc	Technical Writer	AngloGold Limited	<ul style="list-style-type: none"> Edited and rewrote QRSs for HR module in SAP. Modified HTML for SAP online help.

Year	Dates	Role	Client	Responsibilities
2002	Ad hoc	Technical Writer	Sons of Gwalia Limited	<ul style="list-style-type: none"> Created Word templates and reformatted the HSE documents to match these templates in preparation for uploading to the intranet.
2002	Ad hoc	Consultant	Metech Pty Ltd	<ul style="list-style-type: none"> Assisted technical writer with RoboHelp issues, and other general help authoring issues.
2002	May	Consultant	CBH Limited	<ul style="list-style-type: none"> Assisted technical writer in analysing options for online help.
2002	May	Speaker	STC Annual Conference	<ul style="list-style-type: none"> Delivered a paper to the 49th Annual STC Conference (Nashville), titled "Training 101: Learn How to Train".
2002 - 2007	Feb - June 2007	Technical Writer	BMS Solutions Pty Ltd	<ul style="list-style-type: none"> Converted, edited, rewrote, and repurposed existing paper documentation into online help for various software products (Analysis Tool, Analysis Designer, Net Designer, Technical Manual). Initially with ForeHelp, then with Author-it. Wrote online help for internal policies and procedures using Author-it. Developed online tutorials for SiteSafe software in HTML and PDF using Tootomatic (XML) and XMLSpy. Now converted using Author-it. Involved in analysing the usability of the GUI of the BMS suite of products. Created an online help file for the BMS developers of the most common GUI decisions initially with ForeHelp, then with Author-it. Developed Flash and Camtasia tutorials for performing specific tasks in the BMS suite of products. Created new graphics for the marketing presentations, and edited and rewrote the content of these presentations. Designed the internal newsletter for the development team. Created a mock internet portal for the sales and marketing team. Developed the corporate intranet site.
2002	Jan - Apr	Technical Writer	Boral CMG	<ul style="list-style-type: none"> Converted, edited, and repurposed existing paper documentation into online help for internal software product. Trained developer in producing and compiling online help.
2001 - 2002	Dec - Feb	Technical Writer	Woodside Energy Limited	<ul style="list-style-type: none"> Created Detailed Design and related documents for the Maintenance Management Project (SAP Plant Maintenance implementation).

2000-2001

(Reverse chronological order)

Year	Dates	Role	Client	Responsibilities
2001 - 2006	Ad hoc	Contributor	STC Australian Chapter	<ul style="list-style-type: none"> Contributed articles to Australian Chapter newsletter (<i>AuSTCom</i>).
2001	Dec	Editor	Winthrop Australia	<ul style="list-style-type: none"> Edited, rewrote and reformatted User Manual and Quick Start Guide for notebook computers installed with Windows XP.
2001	Nov	Technical Writer	Sons of Gwalia Limited	<ul style="list-style-type: none"> Created PowerPoint presentation on searching the Safety Intranet. Wrote instructions for safety officers in uploading and editing documents for the Safety Intranet. Edited and reformatted Safety Management System manual.
2001	Ad hoc	Editor	Optimiser Pty Ltd	<ul style="list-style-type: none"> Edited Customer Profiles document.
2001	Ad hoc	Editor	CodeBeat Productions	<ul style="list-style-type: none"> Edited website content for one of their clients.
2001	Sep - Nov	Technical Writer	WMC Resources Limited	<ul style="list-style-type: none"> Wrote new documentation for Enterprise Buyer Professional/Quadrem interface to SAP. Documentation included training manuals, facilitators' guides, quick reference cards, etc.
2001	Jul - Sep, Dec	Technical Writer	AngloGold Limited	<ul style="list-style-type: none"> Wrote Quick Reference Sheets for SAP upgrade. Developed iTutor lessons for SAP upgrade. Trained Perth office staff in SAP (Generic Training). Developed HTML Help navigation interface for SAP upgrade documentation (Quick Reference Sheets and iTutor lessons). Modified and cleaned up HTML Help files.
2001	Aug, Nov	Web Critique	Al's Cards	<ul style="list-style-type: none"> Critiqued company's website and made recommendations for changes based on readability and usability. Added search facility and tracking facility.
2001	Jun - ongoing	List Moderator		<ul style="list-style-type: none"> Inaugural moderator of a private discussion list for technical writers in Perth and Western Australia (WAustechwriters).
2001	Ad hoc	Freelance writer	<i>Smart Computing</i> mag. (US)	<ul style="list-style-type: none"> Wrote several articles for <i>Learning Series</i>.
2001	Feb - Aug	Technical Writer	WMC Resources Limited	<ul style="list-style-type: none"> Wrote new, and updated existing, system administrator and end-user documentation for Windows 2000 rollout – 'cheat sheets', procedures, reference material, checklists, etc. Tested functionality and usability of TRP Build Profile web application (database), and did ad hoc training of audit team leaders.
2001	Jan	Consultant	Information	<ul style="list-style-type: none"> Wrote a feasibility study on the options for converting and delivering an existing manual

Year	Dates	Role	Client	Responsibilities
			Enterprises Australia	via the internet.
2000 - 2001	Dec - Jan	Technical Writer	WMC Resources Limited	<ul style="list-style-type: none"> Updated existing SAP 4.6 role-based Quick Reference Cards. Wrote new SAP 4.6 role-based Quick Reference Cards. Created handouts of SAP 4.6 screen shots. Entered training data for SAP 4.6 Materials Management (Supply) module.
2000 - 2001	Ad hoc	Editor, Proofreader	Norgard Clohessy Equity Limited	<ul style="list-style-type: none"> Edited <i>Australian Blue Gum 2001 Prospectus</i>. Edited <i>Olea Australis Stage II Prospectus</i>. Edited <i>Forestry Bond 2001 Prospectus</i>.
2000 - 2006	Ad hoc	Copy Editor, Contributor, Webmaster (all voluntary)	STC Lone Writer Special Interest Group	<ul style="list-style-type: none"> Copy editor for quarterly journal (<i>Solitary Scrivener</i>) distributed worldwide to members of this Special Interest Group of the STC. Webmaster for the Lone Writers Special Interest Group. Contributor to <i>Solitary Scrivener</i> quarterly newsletter of the Lone Writer Special Interest Group (various articles).
2000	Jul - Dec	Technical Writer	Dynamic Digital Depth, Inc.	<ul style="list-style-type: none"> Wrote online help, using ForeHelp's InterHelp, for client and server users of DeepSee Studio Pro (2D to 3D movie conversion software). Wrote training tutorials for client and server processes in DeepSee Studio Pro. Wrote ReadMe and installation guides for this software. Wrote new, and updated existing, business process documentation for the Content Business Unit. Wrote online help, using ForeHelp's InterHelp, for OpticBOOM Photo software. Wrote some web pages for DDD's intranet. Updated HTML help files for OpticBOOM Plug-in.
2000	Aug - Sep (ad hoc)	Trainer	Computelec / Aquinas College	<ul style="list-style-type: none"> Delivered training sessions to staff at Aquinas College, covering Windows File Management, creating PowerPoint presentations, developing web pages using Netscape Composer, downloading and using SchoolKit resources from the internet, and internet searching hints and tips. Wrote training manual for creating web pages with Netscape Composer, and 'cheat sheet' for Windows file management shortcuts.
2000	Apr - Jun	Technical Writer	Cawse Nickel Operations	<ul style="list-style-type: none"> Updated information for over 50 training modules for nickel/cobalt leaching and refining processes, using interviews with subject matter experts. Wrote over 200 new "Best Operating Procedures" and updated existing procedures for nickel/cobalt leaching and refining processes, maintenance department, and paramedics.

Year	Dates	Role	Client	Responsibilities
				<ul style="list-style-type: none"> Trained safety advisers in internet searching techniques.
2000	Mar	Technical Writer	Dynamic Digital Depth, Inc.	<ul style="list-style-type: none"> Developed training manual for DeepSee Photo Lite software. Updated HTML help files for DeepSee Photo Lite. Identified GUI 'internationalisation' issues in DeepSee Photo Lite.
2000	Feb - Apr	Trainer, Technical Writer	Ministry of Premier and Cabinet	<ul style="list-style-type: none"> Developed training courses and wrote training manuals for ministerial staff on Internet Searching and Microsoft FrontPage 98. Trained ministerial staff in FrontPage 98, PowerPoint, and Internet Searching. Assisted ministerial staff in updating web pages. Updated Netscape Mail training course.
2000	Feb	Consultant	Central City Medical Centre	<ul style="list-style-type: none"> Assisted staff in using HDK 3.4 and wrote basic training instructions.
1999 - early 2003	Ad hoc	Webmaster, etc.	Alpha Travel Pty Ltd	<ul style="list-style-type: none"> Responsible for maintaining and updating the Alpha Travel website. Developed PowerPoint presentation for use at a Cunard cruise promotion.
1999 - now	Ad hoc	Webmaster	CyberText Consulting Pty Ltd	<ul style="list-style-type: none"> Created website for CyberText Consulting Pty Ltd and responsible for its maintenance.
1999 - 2000	Aug - Feb	Technical Writer	WMC Resources Limited	<ul style="list-style-type: none"> Member of WMC documentation services team – IIP Commissioning Project. Wrote new documentation for WMC, such as user guides, procedural manuals, training manuals, forms, online help, HTML pages for WMC intranet, etc. Major emphasis on SAP documentation and related software such as the SAP Simulation Training Tool. Updated existing WMC documentation as required. Investigated issues, and documented procedures related to converting WMC's online help to HTML Help using HDK.

Before 2000

(Reverse chronological order)

Year	Dates	Role	Client	Responsibilities
1998 - 1999	Aug - Aug	Technical Writer	Harman Information Technology Pty Ltd	<ul style="list-style-type: none"> Responsible for writing all end-user documentation for software developed by Harman IT (both WinHelp and HTML Help formats, Microsoft Word, and HTML). Responsible for redesign, maintenance, and development of Harman IT website. Responsible for Harman IT intranet site, its

Year	Dates	Role	Client	Responsibilities
				<p>development, and content.</p> <ul style="list-style-type: none"> ▪ Responsible for the design, development, content, and maintenance of the Alpha Travel website. ▪ Wrote training course material and other material for Department of Education and Training on behalf of Harman IT. ▪ Taught training course to Department of Education and Training staff. ▪ Converted hundreds of Lotus AmiPro and Lotus Freelance Graphics documents to Microsoft Word 97 and Power Point 97 for Hamersley Iron, a major Harman IT client ▪ Responsible for building the SAP Help files for Hamersley Iron (using HDK 3.3). ▪ Wrote feasibility study on converting Hamersley Iron's SAP WinHelp files to HTML for distribution on HI's intranet.
1993 - 1998	Jun 1993 - Jul 1998	Information and Communications Manager	Microfusion Pty Ltd	<ul style="list-style-type: none"> ▪ Solely responsible for developing corporate website (450+ 'pages'). ▪ Responsible for writing all training course manuals and user manuals (print and on-line). ▪ Solely responsible for writing the quarterly Microfusion newsletter. ▪ Critical role within the company with respect to the research, design, specifications, user interface, testing, etc. of Microfusion library automation software for Windows NT and PICK platforms. ▪ Spent over 500 hours doing Internet research on competitor companies and products. ▪ Customer Support Officer and National Customer Support Manager for 4 years; Information and Communications Manager for 1 year. ▪ Provided training and support to hundreds of library and teaching staff using Microfusion software. ▪ Trained Microfusion staff.
1993	Mar	Librarian (locum)	Arthur Andersen	<ul style="list-style-type: none"> ▪ Provided reference service and research via on-line searching to Partners and other accounting professionals. ▪ Wrote 12 month plan for the provision of various information services for the Perth practice.
1984 - 1992		Head of Department: Library	Hampton SHS	<ul style="list-style-type: none"> ▪ Taught library research skills and study skills to students. ▪ Wrote Study Skills and Assignment Writing books for students. ▪ In-serviced primary and secondary teaching staff in teaching information retrieval skills. ▪ Occasional lecturer in library management for Edith Cowan University. ▪ Planned and implemented the automation of the school's library.

Year	Dates	Role	Client	Responsibilities
				<ul style="list-style-type: none"> ▪ Managed four library staff and library budget. ▪ Developed and implemented library policies and procedures. ▪ One year exchange to Ontario, Canada as Teacher-Librarian. ▪ State Executive (1984-1990), National Treasurer (1989-1990) and Acting National President (1990) of School Libraries Section of ALIA.
1982 - 1983		Deputy Principal	Wickham DHS	<ul style="list-style-type: none"> ▪ Jointly managed 13 school staff; timetabling; managing student behaviour. ▪ Established and managed two libraries on separate campuses. ▪ Taught numerous and varied classes, including research and library skills; work experience liaison.
1981	Jul - Dec	Acting Deputy Principal	Swan View HS	<ul style="list-style-type: none"> ▪ Administered Work Experience program. ▪ Administered all Options choices for the following year's timetable.
1979 - 1981		Teacher-Librarian in charge	Swan View HS	<ul style="list-style-type: none"> ▪ Taught library research skills and study skills to students. ▪ Administered the school's library and information resources.
1978		Study leave		<ul style="list-style-type: none"> ▪ Completed BA (Murdoch) and BEd (WACAE).
1977		Teacher-Librarian in charge	John Willcock HS	<ul style="list-style-type: none"> ▪ Taught library research skills and study skills to students. ▪ Administered the school's library and information resources.
1975 - 1976		Teacher-Librarian in charge	Carnarvon SHS	<ul style="list-style-type: none"> ▪ Taught library research skills and study skills to students. ▪ Administered the school's library and information resources.

Computing / Software Skills

Skills Summary

Skill sets	Very competent	Competent	Some familiarity
Word / HTML Processing etc.	<ul style="list-style-type: none"> ▪ Word ▪ Acrobat / PDF ▪ StyleWriter 	<ul style="list-style-type: none"> ▪ Publisher ▪ InDesign ▪ Expression Web 	<ul style="list-style-type: none"> ▪ JavaScript / DHTML
Help authoring etc.	<ul style="list-style-type: none"> ▪ Author-it (Author-it Certified Consultant) ▪ HTML Help Workshop 	<ul style="list-style-type: none"> ▪ RoboHelp ▪ FAR ▪ Windows Help 	<ul style="list-style-type: none"> ▪ Flare ▪ HyperText Studio ▪ Easy HTML/Help ▪ HDK ▪ WordToWeb ▪ Help and Manual ▪ Hypertext Studio ▪ Doc-to-Help ▪ WordHelp
Graphics etc.	<ul style="list-style-type: none"> ▪ PaintShop Pro ▪ Snagit ▪ Adobe Captivate ▪ Visio ▪ SmartDraw 	<ul style="list-style-type: none"> ▪ Camtasia ▪ TNT 	
Internet	<ul style="list-style-type: none"> ▪ HTML ▪ Cascading Style Sheets ▪ FTP Voyager ▪ Many search engines 		
Others	<ul style="list-style-type: none"> ▪ MindManager ▪ Outlook ▪ PowerPoint ▪ WinZip 	<ul style="list-style-type: none"> ▪ SAP ▪ Excel ▪ MYOB ▪ JSP Wiki 	<ul style="list-style-type: none"> ▪ iTutor ▪ STT ▪ DOCS Open ▪ Access ▪ Lotus Freelance Graphics ▪ multiple library software systems
Operating Systems, etc.	<ul style="list-style-type: none"> ▪ Windows Vista ▪ Windows XP 		<ul style="list-style-type: none"> ▪ PICK R83 ▪ PICK AP (Pro) ▪ Windows 3.x/95/98/2000 ▪ Windows NT Server ▪ SQL Server 6.5 (queries, backups, restores)

Software Tools Experience

I have been using computers since 1984, and have used a wide variety of software in that time. Some of the major software applications I have used recently are listed below, with the companies where I used them.

Help Authoring Tools

Author-it

Became one of the first two Author-it Certified Consultants in the world (May 2003); beta tester for v4 and v5.

- Runge Limited
- Fractal Technologies
- BMS Solutions Pty Ltd
- Dolphin Software
- Ramesys Global
- Rosendorffs Diamond Jewellers
- CSBP Fertilisers
- CyberText Consulting Pty Ltd

Other Help Authoring Tools

- Dolphin Software (RoboHelp — converted to Author-it)
- Gemcom Australia Pty Ltd (RoboHelp)
- WMC Resources Limited (HDK)
- Central City Medical Centre (HDK)
- Harman Information Technology Pty Ltd (HTML Help Workshop)
- Boral CMG (HTML Help Workshop)
- Harman Information Technology Pty Ltd (WinHelp)
- Microfusion Pty Ltd (WinHelp)

Other technical writing software

Microsoft Word: I started using Microsoft Word in the early 1990s and have used Word at every company or organisation where I have worked since.

HTML editors: Initially I used applications such as HomeSite and FrontPage, but since about 2000 I have written and edited HTML and CSS code using various text editors, such as EditPlus. Most recently, I have used Microsoft's Expression Web.

Captivate: I have used Adobe Captivate since version 1 to create software demonstration and instructional material for these companies: Chevron Australia, Runge Limited, Fractal Technologies, BMS Solutions Pty Ltd, and Dolphin Software.

TECHNICAL WRITING EXPERIENCE

In This Section

Overview	18
Software Industry.....	19
Mining and Resources Industry	22
Journal articles	23
Other	24

Overview

I have written documentation for various purposes, and for a variety of organisations and industries.

Documentation types include...

- Online Help and related software and operating system documentation
- Policies and procedures
- Training manuals and self-paced tutorials
- Software demonstration animations and tutorials
- User guides
- Quick reference cards
- Internet and intranet content
- Feature articles for computing magazines, web zines, and professional organisations
- Newsletters
- Forms
- Marketing presentations
- Wiki content

Industries include...

- Software development
- Mining and resources
- Education

Samples of my work are available from
http://www.cybertext.com.au/services_doc_samples.htm

Software Industry

(Links to publicly available examples:
http://www.cybertext.com.au/services_doc_samples.htm)

Runge Limited

- Wrote various reference manuals and other user documentation for the Mining Dynamics software products (Author-it).
- Restructured an internal Wiki for a software development team and wrote content for it.
- Member of a team investigating user interface and usability issues for the Mining Dynamics software products.

Fractal Technologies

- Converted the existing FracSIS online Help from RoboHelp to Author-it; continue to maintain this documentation, which includes online Help, Getting Started tutorials, installation guides, etc.
- Wrote the Help for the Spatial Data Server web application (Author-it).
- Wrote the Help for the Mesh application (Author-it).
- Developed numerous software demonstration 'movies' using Adobe Captivate for FracSIS, Mesh, and Spatial Data Server users (won a Merit Award in the Online Communications section of the STC Competition (Australia Chapter) [December 2005] for a selection of these).

Ramesys Global

- Wrote the online help for the Ramesys system (won an Excellence Award in the Online Communications section of the STC Competition (Australia Chapter) (December 2004).
- Produced and edited the online presentation for Placer Dome Canada.
- Converted the System Documentation Word document to online help.

Department of Education and Training

- As part of the SOE team, wrote documentation for end users (teachers) and SOE team (such as configuration documents, system administrator procedures, etc.).
- Edited and updated the content of the Learning Technologies Contracts website.
- Wrote the content and designed the SIDE/SOTA Upgrade Programme website.
- Wrote documentation for homesteads and School of the Air teachers on behalf of the *SIDE/SOTA Upgrade Programme*.
- Wrote documentation for school users on behalf of the Customer Service Centre.
- Wrote online help for InstallShield's AdminStudio to match the business processes and workflows of the SOE team.
- Edited end-user documentation for *100 Schools Project*.
- Edited end-user documentation for *Telecommunications Deployment Project*.

Gemcom Australia Pty Ltd

- Wrote the online help for ProdTrak stockpile maintenance software.

Dolphin Software

- Wrote the online help for Survey Author and Survey Collator software (won an Excellence Award for the Survey Author online Help in the Online Communications section of the STC Competition (Australia Chapter) (December 2003).
- Wrote the *Getting Started* tutorials available from their website.
- Involved in analysing the usability of the GUI of Survey Author and Survey Collator.

BMS Solutions Pty Ltd

- Converted, edited, and repurposed existing paper documentation into online help for various software products; all such documentation now done in Author-it.
- Wrote new paper documentation and converted it into online help for various software products.
- Wrote Technical Manual for installation of various software products.
- Wrote online help for internal knowledge base.
- Developed software demonstration 'movies' using Adobe Captivate for internal and external clients (won an Excellence Award in the Online Communications section of the STC Competition (Australia Chapter) [December 2005] for an internal training tutorial for BMS staff).
- Wrote a policies and procedures online help manual for one of the divisions of the company
- Wrote new, and converted and edited existing paper tutorials, into online tutorials (HTML and PDF output) using an XML product (Toot-o-matic) and XMLSpy; since converted to Author-it for various output formats.
- Involved in analysing the usability of the GUI of the BMS suite of products.
- Created an online help file for the BMS developers of the most common GUI decisions.
- Developed Flash and Camtasia tutorials for performing specific tasks in the BMS suite of products.
- Created new graphics for the marketing presentations, and edited and rewrote the content of these presentations.
- Designed the internal newsletter for the development team.

Dynamic Digital Depth, Inc.

- Wrote complete online help for Client and Server software users of DeepSee Studio Pro.
- Wrote training tutorials for client and server processes in DeepSee Studio Pro.
- Wrote new processes and updated existing business processes for the Content Business Unit.
- Wrote new training manual for DeepSee Photo Lite, and updated HTML help files.
- Wrote new online help for OpticBOOM Photo software.

- Updated HTML help files for OpticBOOM Plug-in (which won the "Best of Show" award, Entertainment category, at Internet World, Spring 2001).

Harman Information Technology Pty Ltd

- Responsible for writing all end user documentation for software developed by Harman IT (WinHelp, HTML Help, HTML, and Microsoft Word). This included:
 - Network Printer Manager (WinHelp)
 - Software Distribution Toolkit (HTML Help)
 - Bookmark Central (HTML)
 - Asset Management System (HTML)
 - VETWork Placement System (Word).
- I was also involved in the redesign and rewrite of the EduWiz manual, and was responsible for testing the VETWork Placement System.
- Wrote feasibility study on converting SAP WinHelp files to HTML for distribution on Hamersley Iron's intranet. As part of this feasibility study I investigated the many different Help authoring tools available on the market, and their capabilities in converting WinHelp files to HTML and/or HTML Help. The results of those tests (though not the Feasibility Study) are available at http://www.cybertext.com.au/tips_WinHelp.htm.

Microfusion Pty Ltd

- Responsible for writing user documentation, training manuals, and user Newsletters. From 1994 I was solely responsible for writing all training manuals for use in the 10 Microfusion software training courses. I also wrote the 650+ page user manual for the previous Microfusion software, converted the print manual to HTML, and wrote the on-line help (WinHelp) for Microfusion's current software. I was responsible for all graphics, hypergraphics 'hotspot' editing, compilation etc. of this on-line manual and its associated context-sensitive Help. I also tested the conversion of this document into Microsoft HTML Help. I was the editor and author of Microfusion's user Newsletter for 4 years. This quarterly newsletter was distributed to more than 700 customers Australia-wide.
- Responsible for writing specifications for interpretation by programmers re: user needs in software. My initial employment with Microfusion was as a result of being a user of the early software product and regularly offering 'constructive criticism' as to how the software should work from a user's point of view. In my work with Microfusion I was intimately involved in this process and it was a key feature of my role as Information and Communications Manager. My understanding of my previous profession and all its processes, gave me a unique perspective on how the software should ideally work. It was my role to not only find out what users want (through focus groups), but to put those needs into specifications which could be interpreted and implemented by programmers. I was then involved in the design stage, working closely with programmers, and the alpha testing stage where I had first look at the product I designed in co-operation with others. I was also in charge of the beta testing program, and made the final decisions as to programming priorities. The new product, *Informatif*, was a direct result of my research and specifications.

Mining and Resources Industry

Chevron Australia

(see Editing Experience (page 26))

Runge Limited

(see Software Industry (page 19))

Woodside Energy Limited

- Created Detailed Design and related documents for the Maintenance Management Project (SAP Plant Maintenance implementation).

Sons of Gwalia Limited

- Created Word templates and reformatted the HSE documents to match these templates in preparation for uploading to the intranet.
- Created PowerPoint presentation on searching the Safety Intranet.
- Wrote instructions for safety officers in uploading and editing documents for the Safety Intranet.

AngloGold Limited

- Wrote Quick Reference Sheets for SAP upgrade (modules: PM, FI, AM, CO, HR).
- Developed iTutor lessons for SAP upgrade (modules: PM, FI, AM, CO).
- Developed HTML Help navigation interface for SAP upgrade documentation (Quick Reference Sheets and iTutor lessons).

Cawse Nickel Operations

- Updated training module documents to reflect current leaching and refining processes.
- Wrote new, and updated existing, procedures for leaching and refining processes.
- Wrote training assessment sheets based on national competency standards for the mining industry.

WMC Resources Limited

While on different contracts at WMC, I was solely responsible for:

- writing or revising all documentation for the Technical Rebuild Project (Windows 2000 rollout);
- writing new documentation for Enterprise Buyer Professional/Quadrem interface to SAP. Documentation included training manuals, facilitators' guides, quick reference cards, and so on. (There was one other technical writer on this project);
- writing a user manual for STT (SAP Simulation Training Tool);
- writing user guidelines for converting from WinHelp to HTML using HDK 3.4;
- the graphical design and subsequent creation of intranet pages for the SAP Responsibility Matrices, as well as documenting the procedures;

- SAP system setup information training packs;
- special training packs for end users;
- other SAP user documentation as required.

I was part of a team of technical writers who continually revised and updated WMC's corporate documentation, especially that related to SAP. Such documentation included:

- Module- and Role-based training packs
- Quick reference cards
- DataShows (PowerPoint presentations)
- SAP Education and Training intranet pages
- Forms for Human Resources
- SAP Online Help.

Journal articles

(Links to publicly available examples:

http://www.cybertext.com.au/services_doc_samples.htm)

- All CyberText Newsletter/Blog articles (from 2008).
- All CyberText Newsletter articles (2001 to 2007).
- *Questions about Graphics from Word to Web* published in the February 2011 issue of **Southern Communicator**, the Australian and New Zealand Journal of Technical Communication. (PDF copy of this article)
- *Tips for Efficiently Editing in Word* published by **Communications from DMN**, 23 June 2010 (<http://www.dmncommunications.com/weblog/?p=1964>)
- Words ... Fabric ... It's All About Patterns published in the STC journal, **Intercom**, July/August 2009 issue (PDF copy of this article)
- *Reviewing User Interfaces* published 23 February 2009 by **UX Matters** (<http://www.uxmatters.com/mt/archives/2009/02/reviewing-user-interfaces.php>; PDF copy of this article)
- *The Business of Freelancing: Money* published in the October 2008 issue of **Southern Communicator**, the Australian and New Zealand Journal of Technical Communication. (PDF copy of this article)
- *The Business of Freelancing: Insurances* published in the June 2008 issue of **Southern Communicator**, the Australian and New Zealand Journal of Technical Communication. (PDF copy of this article)
- *Author-it: What's it all about* published in the June 2005 issue of **Southern Communicator**, the Australian and New Zealand Journal of Technical Communication. (A copy of this article is available from <http://www.cybertext.com.au/9454.htm>)
- A tip about Word 2003 that was originally published in a CyberText newsletter was republished in the Dec 2004 issue of **Southern Communicator**, the Australian and New Zealand Journal of Technical Communication.

- An article written by Rhonda Bracey was published in the STC journal, **Intercom**, Sept 2004. Titled *Training Away From Your Comfort Zone* [PDF] it is based on sessions Rhonda presented at the STC Annual Conferences in 2002 and 2003.
- Various articles for the **Smart Computing** stable of magazines (member access only).
- Feature article: *Getting Started in Technical Writing: Advice for Beginners and Wannabes*, **Solitary Scrivener**, Vol 3, No. 1, 2002 (newsletter of the Lone Writer's SIG of the STC); republished in **The San Diego Signature** (June 2002) and STC's Australia Chapter's Newsletter.
- Reader Postcard: *Tech Writing in the Outback*, **Solitary Scrivener**, Vol 1, No. 4, 2000.
- Business of Writing article: *Time Management Tips For Freelancers, Contractors and Procrastinators*, **T-Zero: The Writers Ezine**, March 2003 (<http://thewritersezine.com/t-zero/archives/2003-texts/2003-03-business.shtml>)
- Business of Writing article: *Top Tips For Nurturing Your Network*, **T-Zero: The Writers Ezine**, April 2003 (<http://www.thewritersezine.com/t-zero/archives/2003-texts/2003-04-business.shtml>)
- Craft of Writing article: *Elements of Good Web Writing*, **T-Zero: The Writers Ezine**, August 2003 (<http://www.thewritersezine.com/t-zero/archives/2003-texts/2003-08-craft.shtml>)

Other

PhD student

- Set up Word template and styles based on the university's requirements; trained the student in their use.

Rosendorffs Diamond Jewellers

- Wrote policies and procedures manual.

CSBP Fertilisers

- Converted Word documents into Author-it.

Water Corporation

- Wrote quick reference sheets for SAP Corporate Real Estate module.

Boral CMG

- Converted, edited, and repurposed existing paper documentation into online help for internal software product: National Docketing System.

Ministry of Premier and Cabinet

- Created new training courses, and wrote associated training manuals, on Internet Searching and FrontPage 98.

Alpha Travel Pty Ltd

- Created PowerPoint presentation to general public on Cunard/Seabourn cruises.

Education

- Part of being a teacher is writing and planning. In addition to the normal writing and planning done as part of my day-to-day work, I also wrote a course on Study Skills for Year 11s as well as a book to go with it. This course was taught for a number of years, and during that time I also wrote a book on Assignment Writing for students at the school. Heinemann Australia met with me about possible publication of both books.
- Other articles that I had published in local publications included step-by-step methodologies for tackling particular library management tasks, and assessment of the Canadian school library situation. A more scholarly article was published in the *Australian Library Journal* on my experiences in Canada. A version of this article was published in the Proceedings of the ALIA Conference as a result of the presentation of my paper to that Conference in 1990.
- I reviewed young adult fiction for an Department of Education and Training quarterly publication, *Fiction Focus* and wrote well over 100 book reviews for this journal.

TECHNICAL EDITING EXPERIENCE

In This Section

Editing Experience..... 26

Editing Experience

- Edited Char James-Tanny's new book *Learning Author-it*, and wrote the Foreword. The book is available from XMLPress and major online bookstores.
- Edited complex Word documents for Chevron Australia's Gorgon Expansion Project (Health, Environment and Safety area).
- Edited and reformatted WA Museum ICT strategy Word document for Winthrop Australia.
- Edited complex Word documents for Chevron Australia's Wheatstone Project (Health, Environment and Safety area).
- Edited *Project 2010: Product Disclosure Statement* for FEA Plantations.
- Edited *2009 Sustainability Report* for Forest Enterprises Australia.
- Edited thousands of complex Word documents for Chevron Australia's Gorgon Gas Development project (Health, Environment and Safety area). Some examples are available from <http://www.chevronaustralia.com/ourbusinesses/gorgon/environmentalresponsibility/environmentalapprovals.aspx>
- Edited Runge's IPO Prospectus.
- Various editing tasks for staff and business units at Runge Limited, including editing internal and external newsletters, user and admin guides, fact sheets, etc.
- Edited GeoGAS website content.
- Edited Author-it v5 training exercises and administrator's training material for Char James-Tanny.
- Edited PhD thesis for doctoral student at Muresk Institute, Curtin University of Technology.
- Edited, rewrote, and reformatted instructions for a quilt pattern for Raggedy Stitches.
- Edited and rewrote safety fact sheets for small businesses in the City of Subiaco.
- Edited, rewrote and converted FracSIS online Help from RoboHelp to Author-it for Fractal Technologies.
- Edited the content and designed the new layout of Kensington Travel's January 2004 brochure.
- Edited and updated the content of the Department of Education and Training's Learning Technologies Contracts website.
- Edited end user documentation for *100 Schools Project* for Department of Education and Training.

- Edited end user documentation for *Telecommunications Deployment Project* for Department of Education and Training.
- Edited *Sylvatech Tropical Timbers 2004: Product Disclosure Statement* and *Sylvatech Tropical Timbers 2003: Product Disclosure Statement*.
- Edited, rewrote and converted various paper-based manuals into online help for BMS Solutions Pty Ltd.
- Edited, rewrote and converted National Docketing System manual into online help for Boral CMG.
- Edited, rewrote, and reformatted User Manual and Quick Start Guide for Winthrop Australia.
- Edited and reformatted Safety Management System manual for Sons of Gwalia Limited.
- Edited Customer Profiles document for Optimiser Pty Ltd.
- Edited web content for a client of CodeBeat Productions.
- Edited Prospectuses for Yates Limited (previously Norgard Clohessy Equity Limited): *Australian Blue Gum 2001*, *Olea Australis Stage II*, and *Forestry Bond 2001*.
- Copy editor for *Solitary Scrivener*, the journal of the Lone Writer Special Interest Group of the Society for Technical Communication.
- *Ad hoc* editing of colleagues' work.

OTHER EXPERIENCE

In This Section

User Interface Experience.....	28
Training and Presentation Experience	29
Web Design Experience	32
Research Experience	33

User Interface Experience

I have been involved with formal and informal user interface reviewing at all the small software companies I have worked for since 1992. As the first 'user' of the product I had to click every button, check every menu option, run every report, open every window etc. to see how the software worked so I could document it accurately. Usability and readability have always been the prime focus of my reviews.

Since 2005, I have spoken to professional groups and at international conferences on the subject of reviewing user interfaces. In 2009, I was a panel member for a session titled "Career Strategies for Embedded UA" at the WritersUA annual conference in Seattle, Washington. Conference presentations are available from:
<http://www.cybertext.com.au/10353.htm>.

Software companies where I was involved in user interface reviews include:

- Runge Limited (formal review)
- Fractal Technologies (formal and informal reviews)
- BMS Solutions Pty Ltd (formal and informal reviews, and usability testing)
- Dolphin Software (formal and informal reviews)
- Ramesys Global (ad hoc reviews)
- Gemcom Australia Pty Ltd (ad hoc reviews)
- Dynamic Digital Depth, Inc. (ad hoc reviews)
- Harman Information Technology Pty Ltd (ad hoc reviews)
- Microfusion Pty Ltd (formal and informal reviews)

Training and Presentation Experience

Conferences and Seminars

- WritersUA Annual Conference 2011: Word 2010 'expert' in the Microsoft Hands On Lab at the conference in Long Beach, California, March 2010.
- WritersUA Annual Conference 2010: Chaired the 'Predictions' panel discussion, the closing session of the annual WritersUA Conference in Seattle, Washington, March 2010.
- WritersUA Annual Conference 2009: Presented a session on "Techniques for Reviewing User Interfaces" at the conference in Seattle, Washington, March 2009.
Presentation slides, handouts, and supplementary material available from <http://www.cybertext.com.au/10353.htm>.
- WritersUA Annual Conference 2009: Panel member for a session titled "Career Strategies for Embedded UA" at the conference in Seattle, Washington, April 2009.
- ASTC (NSW) Annual Conference 2008: Presented a session on "Techniques for Reviewing User Interfaces" at the conference in Sydney, October/November 2008.
Presentation slides, handouts, and supplementary material available from <http://www.cybertext.com.au/10353.htm>.
- Australasian Online Documentation and Content Conference 2008: Presented a session on "Techniques for Reviewing User Interfaces" at the conference in Surfers Paradise, Queensland, May 2008.
Presentation slides, handouts, and supplementary material available from <http://www.cybertext.com.au/10353.htm>.
- WritersUA Annual Conference 2008: Presented a session on "Techniques for Reviewing User Interfaces" at the conference in Portland, Oregon, March 2008.
Presentation slides, handouts, and supplementary material available from <http://www.cybertext.com.au/10353.htm>.
- ASTC (NSW) Annual Conference 2006: Presented a session on "Reviewing Screen-based Content" at the conference in Sydney, October 2006.
Presentation slides, handouts, and supplementary material available from <http://www.cybertext.com.au/10353.htm>.
- Australasian Online Documentation and Content Conference 2006: Presented a session on "Reviewing Screen-based Content" at the conference in Cairns, May 2006.
Presentation slides, handouts, and supplementary material available from <http://www.cybertext.com.au/10353.htm>.
- WritersUA Annual Conference 2006: Presented a session on "Customizing HTML outputs with Author-it" at the conference in Palm Springs, California in April 2006.
Presentation slides and handouts available from <http://www.cybertext.com.au/9453.htm>.

- Society of Editors (WA), Inc.: Presented a session to this group titled "From paper to pixels: Dealing with digital content"; September 2005.
Handouts available from http://www.cybertext.com.au/services_edit.htm.
- WritersUA Annual Conference 2005: Presented a session on "Time-saving Techniques using Author-it" at the conference in Las Vegas in March 2005.
Presentation slides and handouts available from <http://www.cybertext.com.au/9453.htm>.
- STC 51st Annual Conference 2004 (Baltimore, USA): Co-presented a 90-minute session on "Author-it Tips and Tricks" with Char James-Tanny.
Handouts and presentation slides available from <http://www.cybertext.com.au/9453.htm>.
- STC 50th Annual Conference 2003 (Dallas, USA): Presented a 90-minute session on "Training 101: Logistics for Delivering Face-to-Face Instruction".
Paper, presentation slides, and handouts available from http://www.cybertext.com.au/tips_training.htm.
- STC 49th Annual Conference 2002 (Nashville, USA): Presented a 90-minute session on "Training 101: Learn How to Train".
Paper, presentation slides, and handouts available from http://www.cybertext.com.au/tips_training.htm.
- Panel member for a seminar on "What makes a good website?" held by Society of Editors (WA), Inc. and Women in Publishing (WA) in August 2001

Animated software tutorials

- Internal training tutorials on Word 2007 for Gorgon Project HES team members, Chevron Australia (2009-)
- Internal training tutorials for users of Runge's Wiki (2009)
- Internal demonstration tutorials for BMS Solutions Pty Ltd and their clients (2005-2007)
- Demonstration tutorials for FracSIS, Spatial Data Server, and Mesh software (for Fractal Technologies; 2005-2007)

General

- Internal training on Word 2007 and technical writing fundamentals for Gorgon Foundation and Expansion Project HES team members, Chevron Australia (2011)
- Spoke to an undergraduate class at Curtin University's Business School on business entrepreneurship (Sept 2006).
- Delivered PowerPoint training at Pilbara Training Solutions, Karratha on behalf of Lifelong Learning (August 2004)
- Trained West Australian Institute of Sport marketing staff on PaintShop Pro techniques (July 2004)
- Member of a panel discussion on quoting and getting paid for the Society of Editors (WA) (May 2003)
- Presented information about technical writing to an undergraduate professional writing group at Curtin University (April 2003).

- Presented a session/demonstration on Author-it to WAustechwriters group (March 2003)

CSBP Fertilisers

- Delivered 'Author-it Basics' training to development staff (jointly wrote this training course with Char James-Tanny)

Boral CMG

- Trained developer in how to generate online help (CHM) and how to modify existing online help as part of handover of documentation at end of contract

AngloGold Limited

- Facilitated SAP (Generic Training) for Perth office staff.

Computelec

- Trained teaching staff at Aquinas College in basic computer applications and techniques, including Windows file management, PowerPoint, Netscape Composer, SchoolKit, and basic internet searching techniques.

Cawse Nickel Operations

- Trained safety advisers in internet searching techniques.

Ministry of Premier and Cabinet

- Delivered training courses in Internet Searching, PowerPoint, Netscape Mail, and FrontPage 98.

Harman Information Technology Pty Ltd

- Trained school and Department of Education and Training staff in the VETWork web application developed by Harman IT.

Microfusion Pty Ltd

- Responsible for training: As part of my role as National Customer Support Manager, I was responsible for ensuring the delivery of appropriate training courses to all Microfusion customers throughout Australia. In addition to managing this delivery, I was also directly involved in the day-to-day training of clients throughout Western Australia, and training Microfusion staff in Victoria and South Australia.

Department of Education and Training

- My main work as a Teacher-Librarian was in teaching information and research skills to students. This involved all stages of the information process from teaching brainstorming and concept-mapping through to the final production of a piece of work (including bibliographic referencing and note-taking skills to avoid plagiarism). Over 18 years I taught these skills to students from Years 5 to 12, and in-serviced both primary and secondary teaching staff in them.

Web Design Experience

- Wrote content for Health, Environment and Safety web pages for the Gorgon Gateway, an internal website for the Gorgon Gas Development project, 2009-ongoing.
- Redesigned and rewrote the Bridgetown-Greenbushes Chamber of Commerce and Industry website as a volunteer project (<http://www.bridgetownchamber.com>; 2009)
- Redesigned the MRM Mining Services website on behalf of Runge Limited (<http://www.mrms.co.za>; 2009).
- Designed the Scotts Brook website (<http://www.scottsbrook.com.au>; 2007).
- Redesigned the Fractal Technologies website (<http://www.fractaltechnologies.com>; 2007).
- Restructured an internal Wiki for Runge Limited, and wrote new content for it (2007).
- Designed the Minarco-MineConsult website for Runge Limited (<http://minarco-mineconsult.com>; 2007).
- Designed the Prestologic website (<http://www.prestologic.com>; 2007).
- Designed and developed the corporate intranet for BMS Solutions Pty Ltd.
- Designed a 'dummy' web portal for BMS Solutions Pty Ltd sales team.
- Webmaster for the STC Australia Chapter website from December 2003 to July 2006; redesigned website Nov-Dec 2003.
- Webmaster for the Lone Writer Special Interest Group of the Society for Technical Communication (2003-2006).
- Wrote and edited the content, and designed the navigation structure of the SIDE/SOTA Upgrade Programme website for the Department of Education and Training (no longer in existence).
- Edited and updated the content of the Learning Technologies Contracts website for Department of Education and Training (no longer in existence).
- Wrote instructions for safety officers in uploading, editing etc. documents for the Safety Intranet for Sons of Gwalia Limited.
- Critiqued the website of a local company and wrote a report suggesting changes based on readability and usability principles; added free search and tracking facilities to their website.
- Panel member for a presentation on "What makes a good website?" for the Society of Editors (WA), Inc. and Women in Publishing (WA) groups.
- Developed intranet pages for Dynamic Digital Depth, Inc..
- Webmaster for Alpha Travel Pty Ltd until early 2003 (since redesigned)
- Webmaster for CyberText Consulting Pty Ltd (<http://www.cybertext.com.au/>).
- Contributor to web pages on WMC Resources Limited's intranet.
- Responsible for Harman Information Technology Pty Ltd's intranet and internet site (no longer in existence).
- Responsible for Microfusion Pty Ltd's website (no longer in existence).

Research Experience

Incidental Research

- I have been involved in some form of internet research for all companies I have worked for since 1996. This research has included competitive products, acquiring knowledge about a process, comparisons of software tools (for example, a comparison of PDF creation tools), etc.

Microfusion Pty Ltd

- Responsible for research into competitor products: This research entailed hundreds of hours of internet searching as well as a two week fact-finding trip to the US to investigate competitive products. A further two weeks in the US involved gathering together a focus group of professionals and eliciting ideas from them as to the 'perfect' system.

Department of Education and Training

- My main work as a Teacher-Librarian was in teaching information and research skills to students. This involved all stages of the information process from teaching brainstorming and concept-mapping through to the final production of a piece of work (including bibliographic referencing and note-taking skills to avoid plagiarism). Over 18 years I taught these skills to students from Years 5 to 12, and in-serviced both primary and secondary teaching staff in them.

University

- Skills learned in researching and writing major university assignments are as applicable now as they were then – the media formats may have changed but the process remains the same. Of particular note was my direct involvement in research into the amount of television violence displayed on all Perth television stations over a two week period. A small group of undergraduates took part in analysing every second of taped television footage to codify and quantify every violent action displayed. I believe this research was later used by our US lecturers in papers and/or dissertations they subsequently wrote.
- Research work I undertook while working towards my B.Ed. was also acknowledged in a book on International Librarianship (*Recent advances in School Librarianship*, Frances Laverne Carroll, Pergamon Press, 1981).

PROFESSIONAL ASSOCIATIONS AND VOLUNTEER ACTIVITIES

In This Section

Technical Communication.....	34
Teacher-Librarian	36

Technical Communication

- Edited Char James-Tanny's new book *Learning Author-it*, and wrote the Foreword. The book is available from XMLPress and major online bookstores. (April 2011, volunteer)
- CyberText blog listed in *Top 50 Blogs and Feeds for Technical Communicators* for 2011: <http://www.indoition.com/blogs-feeds-news-technical-communication.htm>
- Ranked 9th most influential technical communicator blogging in the world: <http://www.mindtouch.com/blog/2010/07/29/the-most-influential-technical-communicator-bloggers/>
- Chaired the 'Predictions' panel discussion, the closing session of the annual WritersUA Conference in Seattle, USA (March 2010).
- Redesigned and rewrote the Bridgetown-Greenbushes Chamber of Commerce and Industry website (2009; volunteer community project)
- One of three Moderators of the HATT discussion list. HATT (Help Authoring Tools and Techniques) is a global list of some 7000 online Help authors and technical communicators.
- Panel member on STC's inaugural *Intercom* Editorial Advisory Panel (the only international member of this panel).
- Presented a session on "Techniques for Reviewing a User Interface" at these annual conferences: WritersUA (Seattle, US, 2009; Portland, US, 2008), AODC (Queensland, 2008), and ASTC (NSW) (Sydney, 2008).
- Answered more than 1600 questions posted on the Author-it User Group (2002–2009).
- Judge for the Technical Publications and Online Communications sections of the 2007 STC Competition (Australia Chapter).
- Beta tester for Author-it v5 (2007)
- Presented a session on "Reviewing screen-based content" at the annual AODC Conference in Cairns (May 2006) and at the annual ASTC (NSW) Conference in Sydney (October 2006).
- Presented a session on "Customizing HTML outputs using Author-it" at the annual WritersUA Conference in Palm Springs (April 2006).
- Winner of an Excellence Award and a Merit Award in the Online Communications section of the STC Competition (Australia Chapter) (December 2005). The entries

were for software demonstration tutorials, created for BMS Solutions Pty Ltd and Fractal Technologies using Adobe Captivate.

- Coordinator of the Technical Publications judging for the 2005-2006 STC Competition (Australia Chapter).
- Judge for the Technical Publications section of the 2005-2006 STC Competition (Australia Chapter).
- Designed and created the annual survey of Australian technical communicators on behalf of the STC Australia Chapter (Sept 2005).
- Spoke to the Society of Editors (WA), Inc. on "From paper to pixels: Dealing with digital content" in Perth (Sept 2005).
- Presented a session on "Time-saving techniques with Author-it" at the annual WritersUA Conference in Las Vegas; attended other sessions and attained a ProBooster Certificate in Design Strategies for attendance at sessions that focused on this stream (March 2005).
- Winner of an Excellence Award in the Online Communications section of the STC Competition (Australia Chapter) (December 2004). The entry was for online Help, written for Ramesys Global.
- Judge for the Technical Publications section of the 2004-2005 STC Competition (Australia Chapter).
- Attained status of Senior Member of STC (Sept 2004).
- Joint presenter of the "Author-it Tips and Tricks" session at the 51st Annual STC Conference in Baltimore, USA (May 2004).
- AODC Conference (Sydney, April 2004) and STC Conference (Baltimore, May 2004): Attended numerous sessions at these conferences, including pre-conference workshops on "Online Interactivity Techniques" and "Separating Format from Content with CSS".
- Winner of an Excellence Award in the Online Communications section of the STC Competition (Australia Chapter) (December 2003). The entry was for Survey Author online Help, written for Dolphin Software in Darwin.
- Volunteer webmaster for the STC Australia Chapter website (2003-2006).
- Judge for the Technical Publications section of the 2003-2004 STC Competition (Australia Chapter).
- Along with Char James-Tanny, named one of the first Author-it Certified Consultants in the world (May 2003).
- STC Conference (Dallas, May 2003): Attended numerous sessions at this conference, and a full day post-conference workshop on Writing Structured Content. Hosted a table discussion for the Lone Writer group.
- Member of a panel discussion on quoting and getting paid for the Society of Editors (WA) (May 2003)
- Presented information about technical writing to an undergraduate professional writing group at Curtin University (April 2003).
- Presented a session/demonstration on the Author-it help authoring software to the WAustechwriters group (March 2003).
- Beta tester for version 4 of Author-it, and contributed over 300 issue reports to the development team (late 2002).

- On a professional level, contributed to internet discussions on a number of technical writing, Help authoring, and copy editing listservs, and established an informal network of technical writers in Perth during 1999 [WAustechwriters] – currently the Moderator of this discussion list.
- Presented a paper ("Training 101: Learn How to Train") at the 49th Annual STC Conference (Nashville, May 2002) and a similar paper ("Training 101: Logistics for Delivering Face-to-Face Instruction") at the 50th Annual STC Conference (Dallas, May 2003). (Paper, presentation slides, and handouts available from website - http://www.cybertext.com.au/tips_training.htm)
- STC Conference (Nashville, May 2002): Attended numerous sessions at this conference, and a full day post-conference workshop on Project Management. Hosted a table discussion for the Lone Writer group.
- Panel member for a seminar on "What makes a good website?" held by Society of Editors (WA), Inc. and Women in Publishing (WA) in August 2001
- Member of STC (Society for Technical Communication), the Society of Editors (WA), and Women in Publishing (WA).
- Executive committee member of the Lone Writer Special Interest Group of STC, their volunteer webmaster (2000-2006), and the copy editor of their quarterly newsletter (also voluntary) for 2001 and 2002.
- Attended the 48th Annual STC Conference (Chicago, May 2001), and a Post-Conference day on XML, as well as hosted a table discussion for the Lone Writer group.
- In 1999, attended the Australasian Online Documentation Conference, and in 2001, a Women in Publishing (WA) seminar on Marketing.
- Short courses attended: *Practical Editing* (2000); *Grammar Gremlins* (2002); *Tri-Nations Seminars* (2002); RoboHelp training (2002)

Teacher-Librarian

- Member of State and National Executive Committees of professional school library associations; involved in some research and writing, specifically for lobbying purposes.
- Only WA representative for an Australia-wide research project being carried out by Curriculum Corporation into the most efficient methods of acquiring machine-readable catalogue records; involved many hours of detailed work with meticulous time-keeping and analysis; co-author of an article published in *Access* about the findings of this research.

PERSONAL QUALITIES

In This Section

Independent and Team Worker.....	37
Interpersonal and Communication Skills	38
Computer Literacy.....	38

Independent and Team Worker

Library years

I was the sole teacher-librarian in a variety of secondary schools in the early years of my career. In such positions I had to work with no supervision, developing and promoting the libraries and their services to the wider community. All such services were my total responsibility. Later I was fortunate to work with a close-knit team of library professionals, managing their duties. Outside these library situations I was always heavily involved in the wider school community, being part of school management teams and instrumental in the establishment of specific groups such as school Timetable Committees. I was also very involved in professional library associations, being an active member of state and national executive groups for a number of years.

Technical Communication years

At Microfusion I was a member of the Customer Support team and its inaugural Manager. At times I was responsible for up to eight people. My last position at Microfusion was an independent one, responsible directly to the General Manager. My time and activities were my own to manage and I had great autonomy in this role.

At Harman IT, I worked autonomously for the most part. At times I was required to be part of a team of developers in checking the specifications, feasibility studies, etc. for new software, as well as writing the end-user documentation for it.

Some contract positions at WMC Resources Limited required me to be an integral part of a team of 5 to 8 technical writers, following the corporate styles and methods.

In most contract work since 2000, I have been the only technical writer and editor. However, being a lone writer doesn't mean that I work alone - it is critical that I spend time interviewing and gathering information from the subject matter experts so that I can document their processes and procedures correctly.

Since early 2007, I have worked remotely from home with clients around the world using various technologies to communicate with the critical people on a project.

Interpersonal and Communication Skills

Library years

My experience in a wide variety of schools, dealing with everybody from the cleaner to the Principal, enabled me to further develop my natural communication and interpersonal skills. My role as a teacher of students from Year 5 and up, and as a trainer of adults has also improved such skills.

Technical Communication years

In the Customer Support role at Microfusion, almost all communication was done over the phone where it was necessary to describe in words what was happening on a computer screen, as well as interpret what the other person was describing. As a member of the Management Team, I had to communicate with General Managers, CEOs, Board members and Directors.

At Harman Information Technology Pty Ltd, BMS Solutions Pty Ltd, Ramesys Global, Gemcom Australia Pty Ltd, Fractal Technologies, and other software companies I had to be able to interpret 'programmer-speak' into something the end-user could understand. And, where required, I was the usability 'expert' on issues related to the user interface design.

At WMC I had to liaise closely with the Business Process Experts to ensure that the documentation was absolutely correct. In the Ministry of Premier and Cabinet and at Aquinas College, I trained adults with varying degrees of computer competency and interest. At Cawse Nickel Operations, I had to gather very specific procedural information from the leaching and refining field operators, and at Rosendorffs, I had to gather policy, procedure, and sales training information, being ever-mindful of the sensitive and secure nature of much of this material.

Computer Literacy

I am almost entirely self-taught on computers, and am interested in the capabilities of technology and its potential. While I have little interest in the programming side of the IT industry, I love working with applications, trying to get the best out of them, and forever trying to find new ways of using them to make life simpler and more productive. I started working with computer applications in 1984.

I have been an avid user of the Internet since 1995 and have used it extensively in all my work situations as well as for personal interest.

I have a wide variety of experience in different computer applications and operating systems – the major ones are detailed in *Computing / Software Skills Summary*.

Index

A

Adobe Captivate See Captivate
 AngloGold Limited 8, 11, 22, 29
 Author-it 3, 4, 5, 6, 7, 8, 16, 17, 29, 34

B

BMS Solutions Pty Ltd.. 5, 6, 7, 8, 17, 19, 26, 32

C

Captivate..... 3, 5, 6, 7, 16, 17, 19
 Cawse Nickel Operations 11, 22, 29, 38
 Chevron Australia 3, 4, 22, 26
 Conferences 4, 6, 7, 8, 11, 24, 29, 34
 CyberText Consulting Pty Ltd.... 2, 8, 11, 17, 19,
 23, 29, 32, 34

D

Department of Education and Training8, 13,
 19, 24, 26, 29, 32
 Dolphin Software 8, 17, 19
 Dynamic Digital Depth, Inc. 11, 19, 32

F

ForeHelp 8, 11, 16
 Fractal Technologies 4, 5, 6, 7, 8, 17, 19, 24, 26,
 29, 38

G

Gemcom Australia Pty Ltd 8, 17, 19

H

Harman Information Technology Pty Ltd 13, 17,
 19, 29, 32, 37, 38
 HDK 16, 17
 HTML Help Workshop..... 16, 17

M

Macromedia Captivate See Captivate
 Microfusion Pty Ltd... 13, 17, 19, 29, 32, 33, 37,
 38
 Microsoft Word See Word

P

Presentations... 8, 11, 18, 19, 22, 24, 29, 32, 34

R

Ramesys Business Solutions 8, 17, 19
 RoboHelp 8, 16, 17, 34
 Rosendorff's Diamond Jewellers 8, 24
 Runge Limited 4, 5, 19, 28, 32

S

SAP..... 8, 11, 13, 16, 19, 22, 24, 29
 Smart Computing..... 11, 23
 Society for Technical Communication 2, 7, 8,
 11, 23, 26, 32, 34
 Society of Editors (WA), Inc. 2, 29, 32, 34

T

T-Zero - The Writer's Ezine 23

W

Water Corporation..... 8, 24
 WAustechwriters 34
 Winthrop Australia 11, 26
 WMC Resources Limited.. 11, 17, 22, 32, 37, 38
 Women in Publishing (WA)..... 2, 29, 32, 34
 Woodside Energy Limited..... 8, 22
 Word 2, 3, 4, 5, 6, 7, 8, 11, 13, 16, 17, 19, 22,
 23
 WritersUA 6, 7, 29, 34