

Michael Clark BA (Hons), Technical Author, Content and Information Developer

Chesham ■ Bucks ■ HP5 2QW ■ Mob: 07534 222517 ■ Tel: 01494 791152 (eves only)

Skype: writer201 ■ Email: writer201@virginmedia.com

Personal Profile

I am a documentation professional with over 15 years' experience achieved in varied, challenging and increasingly autonomous technical authoring roles. A self-starting, confident and influential individual who has a consultative approach to documentation projects who forms effective working relationships, at all levels, with ease. I have broad generalist documentation experience, which includes Telco OSS documentation, Disaster Recovery, Data Centre project documentation, developing on line help and content development within the Telco, Financial and Software industries.

Technical Authoring Knowledge Areas

- | | | |
|--|--|---|
| <ul style="list-style-type: none">• Business process analysis• Communicating/Interviewing• Content manager/producer• Context sensitivity (CSH)• Documentation audit and gap analysis | <ul style="list-style-type: none">• Documentation design• Documentation management• Documentation standards/processes• HTML, XML• Indexing• Interviewing SMEs | <ul style="list-style-type: none">• ISO 9001, 27001• ITIL environment experience• MS Word & Excel template creation• Online help (RoboHelp)• Proofreading/ Copy editing/editing• Software/Documentation development lifecycle (SDLC) |
|--|--|---|

Documentation & Media Types

- | | | |
|---|--|--|
| <ul style="list-style-type: none">• Architectural / Flow diagrams• Bespoke user guides (UG)• Cascade style sheets (CSS)• Data centre operations• Data dictionaries• Detailed design documents• Design of Project Management Spread sheets | <ul style="list-style-type: none">• Disaster recovery plans• Functional requirements• Installation guides (Servers/PCs)• Knowledgebase• Operational systems support (OSS)• Policies & procedure guides (SOP)• Programmers reference guides (PRG) | <ul style="list-style-type: none">• Roll Out/Migration• Service level agreements• System administration manuals• System capabilities• Training manuals/guides• Troubleshooting guides |
|---|--|--|

Adobe & Microsoft Tools

- | | | |
|--|--|---|
| <ul style="list-style-type: none">• Adobe Acrobat/Distiller• Adobe Frame Maker v7• Adobe InDesign• Adobe RoboHelp X 6 | <ul style="list-style-type: none">• Adobe PhotoShop• MS Office Suite (2010 Adv User)• MS InfoPath (form design)• MS FrontPage | <ul style="list-style-type: none">• MS Expressions Blend• MS VISIO• SharePoint Developer• XMetal |
|--|--|---|

Content Management System

- Documentum
- Oracle ECM (formerly Stellent)

- SupportPoint (www.panviva.com)
- Write Now

Document Management System

- Knowledge Tree
- SharePoint
- Perforce

Technical Environments

- | | | |
|---|---|--|
| <ul style="list-style-type: none">• Distributed enterprise systems• Exchange Server & MS Outlook• Java2EE | <ul style="list-style-type: none">• Microsoft Server 2003• Middleware• OSS, OOP & SOA• Oracle Application Server | <ul style="list-style-type: none">• PICK MultiValue DBMS• Query Language• RDBMS SQL (EPOS, Billing Systems)• UNIX – Linux |
|---|---|--|

Education

- | | |
|--|--|
| <ul style="list-style-type: none">• 1982 – 1984 Consett Technical College, Consett, Co Durham• B/TEC National Certificate in Business and Finance | <ul style="list-style-type: none">• 1993 – 1996 - University of Hertfordshire - Wall Hall Campus• BA (Hons) Political European History and Information Design |
|--|--|

The Company	The Role
<p>May 2011 – Oct 2011 Contract Technical Author Amey plc Oxford OX4 4GE</p>	<ul style="list-style-type: none"> • Contracted to write from scratch technical procedure documents for on-site engineers • Restructure SharePoint library for business units • Delivered bespoke SharePoint user guide detailing the use of documentation workflows and documentation management • Designed customised Word 2010 templates ahead of migration from MS Office Suite 2003 to 2010 • Wrote Company customisation guides for MSOffice and Windows 7 Operating System installations • Wrote document outlining future document management strategy • Designed InfoPath library
<p>Jan 2011 – Apr 2011 Contract OSS Technical Author Virgin Media plc Hook Hants</p>	<ul style="list-style-type: none"> • Contracted to manage the template design and content of Operational System Support (OSS) procedural documentation (from scratch) ahead of an official Compliance Audit to achieve Public Sector Network (PSN) accreditation • Documentation conformed to Business Security Compliances: <ul style="list-style-type: none"> ➢ NGN 2-2-4 ➢ ISO 27001 • Liaised with SMEs to write and review written procedures for accuracy • Structured the workflow and management of the documentation through SharePoint • Contributed and advised upon the design and development of secure templates for roll out to various Business Units
<p>May 2010 – November 2010 Contract Technical Author Adecco UK Limited Borehamwood Herts</p>	<ul style="list-style-type: none"> • Contracted jointly to complete three sets of documentation to support a Data Centre consolidation project (Migrating Windows, LINUX and ORACLE Server environments from the UK to France) <ul style="list-style-type: none"> ➢ Operational support documentation (from scratch) ➢ Server build documentation (from scratch) ➢ Knowledge transfer documentation (from scratch) • Held meetings with UK SMEs to obtain technical and functional details of the servers, software applications and the wider IT infrastructure within two Data Centres • Liaised extensively with French based Hewlett Packard migration teams • Co-ordinated flow of policy and technical information between Hewlett Packard migration team and Adecco migration teams • Participated in dry run Data Centre migration logging all incidents and issues • Configured and used SharePoint to manage the flow of documentation
<p>Feb 2010 – April 2010 Contract Technical Author Religare Capital Markets plc London</p>	<ul style="list-style-type: none"> • Contracted to advise on numerous issues regarding the company's documentation requirements • Developed project specific documentation in support of a disaster recovery project • Performed documentation Audit/analysis gap • Wrote FSA compliant policies and procedures • Designed forms using InfoPath
<p>July 2009 – Nov 2009 Contract Technical Author Nationwide Building Society Swindon, Wilts</p>	<ul style="list-style-type: none"> • Contracted to write an FSA compliant Disaster Recovery document from scratch • Procedures covered primary Data Centre and secondary Data Centres • Document detailed the server keystroke information and wider procedures to be followed in the event of a disaster • Updated Hardware/Software lists detailing key servers and software functionality
<p>March 2009 – June 2009 Senior Technical Writer Research in Motion (RIM) Slough - Berks</p>	<ul style="list-style-type: none"> • Employed to provide senior technical writing support for the Canadian and British based knowledge Base (KB) teams • Development and management of data networking user connectivity guides, and support documentation • Developing and updating project specific documentation in support of data centre migration • Developing and maintaining data centre design documentation, facility processes, and operational procedures. • Developed content headings and content requirements for the Disaster Recovery documentation

Aug 2008 – Nov 2008 - Contract Technical Author - Product Education - London - W1V

- Contracted to undertake Business process analysis and complete accurate instructions for British Telecom's Indian based and British based Sales Support Centre's using SupportPoint as the delivery tool
- Travelled to India to meet the various Sales Operating teams and SMEs to discuss the level of detail that would best help the Sales System Operators perform their tasks

May 2008 to July 2008 - Contract Technical Author - Avenue A| Razorfish- London – W1

- Contracted to write an **Operations Support Documentation** detailing the delivery of a new ORACLE SOA platform for **O2**
- Coordinated and managed the documentation content through liaison with various IT teams

Oct 2007 – Dec 2007 - Contract Technical Author - Wm. Morrison Supermarkets PLC - Gain Lane - Bradford - BD3

- Contracted to pilot a new **Disaster Recovery documentation** project for the company's primary and secondary data centres
- Worked closely with project managers and departmental heads
- Completed forms and guidance notes to assist key IT managers and team members maintain information regarding policies, strategies and team expectations in the event of a DR
- Updated documentation detailing the company's multiple IT infrastructure

June 2007 – Sept 2007 - Contract Technical Author - Capita IT Limited - Reading - Berks

- Completed **Disaster Recovery** documentation for the company's enterprise servers
- Wrote customised **Documentum** User Guide and **Stellent** User Guides
- Wrote from scratch customised **CRM Guides** for staff using company Product Management DB

April 2007 to May 2007 - Contract Technical Author - NTT Europe Limited – London - EC4

- Contracted to research and write an infrastructure document detailing the delivery of a new Premier Data Centre
- The document outlined the Data Centre Functions, Infrastructure, Capabilities, Data Centre Security, and Help Desk procedures adhering to ITIL methodology

May 2006 – Dec 2006 - Contract Technical Author - T-Mobile - Hatfield - Hertfordshire

- Jointly contracted to advise and implement **KnowledgeTree** Documentation Management System (DMS)
- Ownership for configuring Knowledge Tree with security standards, workflows, document versioning and peer review notification
- Completed audit / analysis of documentation to identify knowledge gaps
- Created a new documentation set describing the capabilities of the Nexus billing system

Jan 2006 – April 2006 - Contract Technical Author - Intelligent Maintenance Services Limited - Milton Keynes

May 2005 - Dec 2005 - Contract Technical Author - BT plc - Martlesham & BT London WC1V

Jun 2002 – Apr 2005 – Technical Author - TEMENOS UK Limited - Hemel Hempstead

Oct 2000 – Aug 2001 - Technical Author - NSB Retail Systems plc – Bushey - Herts (Redundant August 2001)

Sep 1998 - Sep 2000 - Technical Author - Trainer EPOS software - TEC (UK) Ltd – Watford – Herts

Jan 1998 – Aug 1998 - Contract Documentation - Robert Bosch Limited – Denham – Bucks

Nov 1996 – Nov 1997 - Contract Database Admin - Computacenter, St Albans

Jul 1996 – Oct 1996 - Contract Technical Author - De Beers – Berkshire
