

D. Bryce Graves Hurst

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Objective: A technical writing position that allows me to use my design and programming skills.

Skills:

- Writing procedural, reference, and conceptual text
- Researching software and interviewing programmers
- Programming online help systems in HTML and other formats
- Designing user interfaces and testing for usability
- Planning and scheduling documentation projects
- Indexing
- Designing page layouts and document templates
- Creating graphic art

Tools and Technologies:

- Publishing tools: FrameMaker (Structured and Standard), Word, Acrobat, WebWorks Publisher, RoboHelp, Photoshop, HomeSite, Flash, Visio, DynaText/DynaWeb
- Other software: Excel, Visual SourceSafe, ClearCase
- Markup languages: SGML, XML, HTML
- Programming languages: Tcl/Tk, JavaScript, Java, C/C++, UNIX shell scripting
- Operating systems: Windows, UNIX (Solaris, Linux), MacOS

Experience:

Production Editor, IBM (as a consultant through TEKsystems) (Apr 2005 - Jan 2006)

- Edited technical articles for the Database Management section of IBM's DeveloperWorks website, communicating with authors and coordinating publication with other editors and graphic artists.
- Wrote a script to assist my fellow editors in searching the central database of articles.
- Updated archived articles to conform to a new XML DTD.

Senior Technical Writer, Avesta Technologies / Visual Networks (Jan 2000 - Mar 2005)

- Trained junior writers on production tools (FrameMaker+SGML, Photoshop, Adobe Acrobat, DynaWeb) and procedures.
- Planned document set and directed document production for version 2.2 of Trinity, a network management product.
- Represented documentation staff at feature design meetings and bug review meetings.
- Contributed to the organization and documentation of internal development processes.
- Maintained online help system and production support files (SGML DTDs, stylesheets, FrameMaker+SGML templates, and format rules).

(Senior Technical Writer, Avesta Technologies / Visual Networks continued)

- Produced administration and installation guides for network management products.
- Created icons and other images for use in product GUIs.
- Supported training instructors on the use of FrameMaker in the production of training course materials.

Staff Technical Writer, Avesta Technologies (Jan 1997 - Jan 2000)

- Implemented a single-source production process for printed books and online help.
- Developed SGML DTDs for user documentation and training materials.
- Designed page layouts for printed manuals.
- Created and maintained FrameMaker+SGML templates, format rules, and conversion rules.
- Designed and implemented a Web-based online help library. Developed a usability test for the help interface, conducted the test on 10 subjects.
- Created and maintained stylesheets for conversion to HTML.
- Programmed an HTML production utility in Tcl/Tk.
- Produced administrator, user, API, and installation guides for network management products.
- Created icons and other images for use in product GUIs.

Technical Writer, Platinum Technology (Aug 1996 - Jan 1997)

- Updated installation and user manuals for data repository products.
- Prepared a PDF document library for CD-ROM distribution.

Accomplishments:

- Earned the respect of my colleagues for technical knowledge. Accumulated enough product knowledge to provide technical support to Quality Assurance staff, and to contribute to product design.
- Trinity documentation described as “clear, comprehensive, and helpful” by NetworkWorld Fusion reviewers.
- Named “Developer of the Month” in April 1998 (one of only four months that such awards were given), for work on the Trinity online help system.

Education:

- Professional Certificate in Technical Writing, American University of Paris, 1995. Courses included technical writing, programming in Pascal, basic telecommunications, desktop publishing, interpersonal skills, documentation project planning.
- Bachelor of Arts, University of Missouri-Columbia, 1994. Major: Anthropology. Minor: English.
- Training in WebWorks Publisher (Advanced) from Scriptorium.
- Training in Information Mapping from Information Mapping, Inc.
- Training in Basic Networking from Learning Tree International.
- Training in User Interface Design from Human Factors International.