

## John New, Technical Writer / Business Analyst

### Contact

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### Objective

To work as a Technical Writer / Business Analyst, producing high-quality documentation.

### Expertise

Technical writing, editing, proofreading, template creation, form design, business analysis, process mapping, instructional design, training, web design.

### Career Summary

POSITION	COMPANY	DATES	TYPE	DURATION
Technical Writer	Westpac Bank	May 2010-present	Contract	ongoing
QMS Business Process Developer	Silverbrook Research	Jan 2008-Apr 2010	Permanent	2y 4m
Technical Writer	Westpac Bank	Apr 2007-Jan 2008	Contract	10m
Adjunct Lecturer (IT)	Charles Sturt University, Study Centre Sydney	Dec 2006-Feb 2008	Casual	3 sessions
Instructional Designer	Leighton Contractors	Dec 2006-Mar 2007	Contract	3m
Program Coordinator (IT)	Charles Sturt University, Study Centre Sydney	Sep 2004-Dec 2006	Permanent	2y 4m
Technical Writer	Defence Housing Authority	Jun 2004-Aug 2004	Contract	3m
Technical Writer	Allcom Networks	May 2004-May 2004	Contract	1m
Senior Technical Writer	Gresham Software Labs	Feb 1999-Dec 2003	Permanent	4y 11m
Senior Technical Writer	International Software Services	Oct 1994-Feb 1999	Permanent	4y 5m
Technical Writer / Senior Technical Writer	Sterling Software	Apr 1992-Sep 1994	Permanent	2y 6m
Technical Writer	Software Developments International	Apr 1990-Apr 1992	Permanent	2y 1m
Manager, Computerised Braille Production	Royal Institute for Deaf and Blind Children	Jan 1987-Mar 1990	Permanent	3y 3m
Lecturer, Library Science	Charles Sturt University	Jun 1984-Jan 1987	Permanent	2y 8m
Proofreader, Computerised Braille Production	Royal Institute for Deaf and Blind Children	Apr 1982-Jun 1984	Permanent	2y 3m

## Career Details

### Technical Writer, Westpac Bank (contract, ongoing)

**Summary:** Wrote business and system procedures for handling Deceased Estates.

**Tools:** Word, Systemik Solutions PerformX templates, Information Mapping.

### QMS Business Process Developer, Silverbrook Research (permanent, 2y 4m)

**Summary:** Created business processes for a Quality Management System and provided writing expertise to staff in the External Manufacturing Services Group, Printhead Technology Department. Worked with SMEs in Supply Chain Development, Equipment Procurement, Industrial Engineering, and Technology Transfer teams to create process maps ("as is" and "to be"), procedures, templates, forms, implementation plans, and training for manufacturing business processes such as:

- management review and approval, document review and approval
- forecasting, capacity analysis, cost analysis
- line design, installation qualification, operations qualification, performance qualification
- supplier qualification, first article inspection, component procurement
- request for quote, equipment shipping, vendor acceptance test, site acceptance test
- technology transfer, document transfer

Supported Configuration Management, Change Management, and Problem Management systems and processes.

**Tools:** Word, Excel, PowerPoint, Visio, Project, Confluence, Jira, TortoiseSVN.

### Technical Writer, Westpac Bank (contract, 10m)

**Summary:** Wrote business and system procedures for handling credit card disputes and merchant queries about electronic transactions in the Chargebacks, Workflow Retrievals, and EBSC Accounting teams. Achieved 8 pages of quality documentation per day. Worked in a team of approximately 10 writers.

**Tools:** Word, Systemik Solutions PerformX templates, Information Mapping.

### Adjunct Lecturer (IT), Charles Sturt University, Study Centre Sydney (casual, 3 sessions)

**Summary:** Taught subjects such as: Introduction to Computers; Web design, HTML, CSS, Javascript; User Interface Analysis and Design; Java, JSP, JSTL, Java Servlets web design and programming, JDBC; SGML, XML, and Omnimark programming; Project Management.

### Instructional Designer, Leighton Contractors (contract, 3m)

**Summary:** Produced a training manual (with six modules), two quick reference cards, a quick start guide, a student workbook, an instructor guide, and six Adobe Captivate movies for The Leighton Way, an implementation of the Alfresco Content Management System.

**Tools:** Word, Excel, PowerPoint, Information Mapping, Adobe Captivate.

### Program Coordinator (IT), Charles Sturt University, Study Centre Sydney (permanent, 2y 4m)

**Summary:** Coordinated three Charles Sturt University IT degrees (BInfoTech, MInfoTech, and MInfoSys) for 200+ international IT students over three teaching sessions each year. Held orientation sessions, enrolled students, planned subject sequences, gathered teaching resources, recruited and supervised academic staff, created timetables, wrote and marked assignments and exams. I was the only permanent IT lecturer on campus.

Taught subjects such as: Introduction to Computers; Web design, HTML, CSS, Javascript; User Interface Analysis and Design; Java, JSP, JSTL, Java Servlets web design and programming, JDBC; SGML, XML, and Omnimark programming; Project Management.

### **Technical Writer, Defence Housing Authority (contract, 3m)**

**Summary:** Analysed DHA IT system and network documentation to identify all existing and missing documentation, and to create a plan to write the missing documentation. Objective was to eliminate documentation gaps and reduce risk.

**Tools:** Word, Excel, Project, Visio, ITIL, CobiT, Prince2, Zachman Framework.

### **Technical Writer, Allcom Networks (contract, 1m)**

**Summary:** Provided writing support while the company's permanent Technical Writer was on leave. Formatted, edited, and proofread system build procedures and tender requests for network infrastructure. Created diagrams for VoIP networks.

**Tools:** Word, Excel, and Visio.

### **Senior Technical Writer, Gresham Software Labs (permanent, 4y 11m)**

**Summary:** Planned, scheduled, researched, wrote, indexed, illustrated, proofread, and edited documentation. Produced Windows online help, multimedia presentations, training courses, software release notes, published articles, and marketing literature. Conducted training courses. Maintained the company's website. I was the only permanent Technical Writer in the company.

**Tools:** Word, Excel, PowerPoint, Project, FrameMaker, HDK, XDK, Mif2Go, RoboHelp, Acrobat, Flash, DemoShield, HTML, XHTML.

### **Senior Technical Writer, International Software Services (permanent, 4y 5m)**

**Summary:** Planned, scheduled, researched, wrote, indexed, illustrated, proofread, and edited documentation. Produced Windows online help, multimedia presentations, training courses, software release notes, and published articles. Maintained the company's website. I was the only permanent Technical Writer in the company.

**Tools:** Word, Excel, PowerPoint, Project, FrameMaker, HDK, XDK, Mif2Go, RoboHelp, Acrobat, Flash, DemoShield, HTML, XHTML.

### **Technical Writer / Senior Technical Writer, Sterling Software (permanent, 2y 6m)**

**Summary:** Planned, scheduled, researched, wrote, indexed, illustrated, proofread, and edited documentation for the NonStop NET/MASTER system and network management application running on Tandem mainframe computer systems. Managed other writers. Mainly responsible for system management, programming, and operator guides. Started as a Technical Writer in a team of 15. Promoted to the only Senior Technical Writer in the Australian business unit.

**Tools:** Macintosh Word, MacDraw.

### **Technical Writer, Software Developments International (permanent, 2y 1m)**

**Summary:** Planned, scheduled, researched, wrote, indexed, illustrated, proofread, and edited documentation for the NonStop NET/MASTER system and network management application running on Tandem mainframe computer systems. I was the lead writer for Tandem mainframe documentation.

**Tools:** WordPerfect, Paint.

## Education

**2007:** Certificate IV in Training and Assessment (TAA04), Baulkham Hills TAFE.

**2004:** Master of Information Technology with Distinction, Charles Sturt University (GPA: 7.0 / 7.0).

**1988:** Graduate Diploma in Applied Science (IT) with Distinction, Charles Sturt University.

**1982:** Diploma in Information Management – Librarianship, University of NSW.

**1981:** Bachelor of Arts (Honours), University of Sydney.

## Expertise

**Operating Systems:** Windows, Linux, MacOS, HP NonStop Kernel (Guardian 90 and OSS).

**Documentation:** Word, FrameMaker, Publisher, Dreamweaver, HDK, XDK, AuthorIT, PerformX, Captivate, WebWorks Publisher, Mif2Go, RoboHelp, Acrobat, DocBook XML DTD, Website XML DTD, DITA, Alfresco CMS.

**Graphics:** Photoshop, Illustrator, Freehand, Fireworks, CorelDraw, Visio, Paint Shop Pro.

**Multimedia:** Flash, PowerPoint, Premiere, DemoShield, Captivate.

**Markup Languages:** HTML, XHTML, SGML, XML, DHTML.

**Programming Languages:** J2EE (JSPs, Java beans, Java Servlets, JSTL, JDBC), CGI, Omnimark, CLIPS, SQL, Network Control Language.

**Other:** Access, Excel, UML, HP NonStop NET/MASTER, Apache Tomcat, Confluence, Jira.

## Referees

Referees available on request.