

Marshall Harvey

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Objective

A technical writing position that exercises my ability to master products and create excellent online help, web, or printed documentation with speed and accuracy.

Computer Experience

- Authoring tools – Dreamweaver MX, iGrafx (mapping tool), Visio, FrameMaker, RoboHELP, RoboHTML, AuthorIT, FrontPage, SnagIt, ADEPT, SGML, JavaDocs, Photoshop, Dynatext, MS Word, Lotus Notes, Adobe Professional
- Languages and APIs – Visual Basic, Visual C/C++, JavaScript, COBOL, Java, ASP.NET, Perl, SQL, TAPI, MAPI, IDL, ODL
- Other – business process design, CLI, SDKs, COM, MSMQ, MSDN, Access, Linux, UNIX, WebWorks, ClearCase, BoundsChecker, UML, JAD, RAD, ACMS transaction processing, DBMS, Ethernet Pathworks, InstallShield, Paradox, CASE tools, SourceSafe, WebLogic Server, SQL Server, OLE, telephony, video on demand television, book publishing

Work Experience

Technical Editor/Writer (contract) (2006-09) Fidelity Investments Merrimack, NH

- QC Editor, Standards Committee member: Improved efficiency of writing group and customer service group. Developed standards for evaluating process maps and procedure writing. Submitted monthly evaluations of writer performance. Helped writers learn mapping skills. Edited and revised 75 five-part process maps. Ensured consistency between maps and procedures. Completed writing/evaluation tools: process map and procedure quality checklists. Wrote article on how to write sentences effectively: “Orienting the Reader and Presenting New Information.”
- Technical Writer: Wrote usage article for new writers: “Parallelism in Technical Writing.” Made key contributions as mentor. Researched content management tools. Completed 240 work procedure assignments on payroll, HR services, and data processing. Documented redesign of business processes. Tutored new writers in job tasks including use of Lotus Notes.

Senior Technical Writer (contract) (2005-06) Gotuit Media Woburn, MA

- Wrote overview of system architecture for video on demand services. Wrote user guide for video indexing software. Wrote installation documents. Revised and augmented extensive production procedures for indexing personnel. Wrote style guide. Sole writer.

Game Designer, Programmer (1996-98, 2001-) ProSimics Londonderry, NH

- Created table baseball simulation game *Ninth Inning* and instruction booklet. The game features the most statistically realistic baseball players in simulation games and is the most playable of games with an advanced feature set.
- Wrote patent application for the game and its software algorithm. The granted patent includes an efficient method for storing statistical data on cards. Wrote proposal for submission of game to publishers.
- Designed and coded user interface, relational database, and software functionality for PC baseball game. Its many advantages include more strategic options and more methods of playing games and seasons than games of its type. Wrote online help. Created Web site. Performed QA. The game passed the usability test of the Major League Baseball Players Association.

Senior Technical Writer (1995-2000) Comverse Network Systems Wakefield, MA

- Reduced production costs and allowed customers to access updated documentation immediately for Access NP, a fast, reliable voice messaging system.
- Reduced customer support calls and streamlined the role of technical writer by simplifying the customization process.

- Proposed successful project plan for putting all company documentation on the Web. Wrote Perl scripts to convert graphics for Web documentation.
- Responsible for all application programmer documentation. Wrote two object-oriented application programming user manuals to enable production of enhancements to voice messaging systems. Wrote API reference manual. Edited C++ code examples. Wrote examples in Visual Basic. Documented marshaling, streaming, frameworks, COM interfaces, unit testing, call routing, storage and retrieval, messaging, event logging, administration, VoIP, and build environment.
- Wrote maintenance procedures and hardware documentation. Documented software internals and telephony switch. Completed three solo projects including Internet Call Waiting. Built and maintained technical documentation library. Edited Dynatext style sheets. Published paper in *Journal of Technical Writing and Communication*. Mentored writers in RoboHELP. Served on documentation tools committee. Supervised part-time writer.

Technical Writer (1994) Nu-Mega Technologies Nashua, NH

- Proposed successful changes to product design for successful first major release of BoundsChecker, the most complete automated debugging solution for developers of Windows applications. Proposed checkerboard as company logo, BugBench tool to demonstrate error messages, and revision of color scheme.
- Tailored product information to the needs of a broader market. As lead writer, selected documentation tools and designed documentation set including online help, user's guide, and getting started. Created documentation standards. Documented compile-time and run-time debugging. Documented leak detection and checking of APIs, reads, writes, and pointer operations. Wrote online help and user's guide. Supervised intern. Wrote promotional material.

Technical Writer (1993-94) Miles Burke Associates Scottsdale, AZ

- Provided CEO with documentation for customer sales consultations and classes that eased the task of teaching conceptually complex subject matter, speeding up the contract process. Wrote programming white paper *Containing Global Software Complexity: The HOLO Method*. HOLO is an object-oriented program design methodology that maximizes reuse and minimizes time needed for customization and maintenance. Sole writer on the project. Wrote online help for supply-chain product.

Programmer (1993) NCAD Cincinnati, OH

- Designed and programmed an inventory and shipping system using Paradox, which simplified and increased reliability. Programmed a customer application for backups using C.
- Assembled hardware. Installed PCs and user software.

Senior Technical Writer (Prior to 1993) Digital Equipment Corporation Nashua, NH

- Led documentation team of four for ALL-IN-1 editor project. Fulfilled my own work assignments and those of an ailing writer. Devised a prose style for novice users.
- Reduced size of a massive documentation set to two books, saving on production costs.
- Designed cutting-edge cover art. Wrote software design proposal for the first grammar checker. Studied database normalization. Wrote system management manual for transaction processing software. Served as technical editor when needed.

Education

University of Chicago,
Ph.D, English

Indiana University,
M.A., English

Williams College,
B.A. *cum laude*, English

Awards

- *Award of Excellence* as nominee for Associate of the Quarter (2008)
- Merit bonus for multi-tasking (2000)
- *Giving Credit Where Credit Is Due* award for extra effort devoted to customers (1999)
- *Certificate of Appreciation* for services volunteered to the Society for Technical Communication (1997)
- *Award of Excellence for Information for New Writers* (1988)
- *Award of Excellence for ALL-IN-1 Getting Started* (1987)