

# Edward J. Marshall Jr.

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## Professional Summary

Technical writer with over 24 years of experience producing online help, printed documentation, and Web documentation for highly technical products, including application programming interfaces (APIs), software developer kits (SDKs), Java-based products, Web services, speech recognition products, Visual Basic ActiveX controls, operating systems, databases, client/server products, and programming languages.

## Skills

Professional skills: Strong technical, analytical, problem-solving, project management, writing, communication, editing/proofreading, and interpersonal skills.

Authoring tools: Certified MadCap Advanced Developer (MAD) for MadCap Flare 7 (2011), Microsoft Word, FrameMaker, RoboHelp/RoboHTML, Help & Manual, Microsoft HTML Help Workshop, HTML, and XML.

Other tools: Beyond Compare, Doxygen, Eclipse, EditPad Pro, Elluminate virtual classroom software, Funduc Search and Replace, Javadoc, MadCap Capture, Microsoft Excel, Microsoft PowerPoint, Microsoft Project, Microsoft Visual SourceSafe, NetBeans IDE, NoteTab Pro, Paint Shop Pro, Perforce, Sandcastle, Subversion/TortoiseSVN, VMware, and various bug tracking tools (Bugzilla and JIRA).

Programming languages: C, C++, C#, Java, Microsoft Visual Studio, Pascal, SQL, Visual Basic, and Assembly language.

Operating systems: Windows 7, Windows XP, MS-DOS, Linux, UNIX, and VMS.

Other: Trained in peer-editing, contextual inquiry, computer-based training, indexing, proofreading, and object-oriented design concepts.

## Contract Technical Writing Experience

Tervela Contract Technical Writer Acton, MA  
May 2010–present, September 2007–October 2009

Documented three APIs (C, C#, and Java) for a hardware-based messaging platform that delivers high volume/low latency messages. Researched reference information for the APIs by reading the source code. Updated the Javadoc comments in the Java source code and built the Javadoc files using build scripts, Eclipse, and the NetBeans IDE. Updated the C# help comments in the C# source code using Microsoft Visual C# and built the compiled HTML Help using Sandcastle. Convinced management to commit to switch to MadCap Flare for the documentation, based on test conversion projects. Migrated the entire documentation tree from Subversion to Perforce. Documented new GUI features that provided support for failover and sending high-volume data with low latency across LANs/WANs.

Mindreef Contract Technical Writer Hollis, NH  
March 2006–February 2008, October–November 2005

As a sole writer, documented a collaborative solution for Web services and service-oriented architectures (SOAs). Wrote, revised, edited, and produced Web-based help using Help & Manual. Wrote and edited various marketing materials, including data sheets, corporate background documents, white papers, sales aids, and customer newsletters. Worked closely with the product team as it migrated from using waterfall software development to Scrum.

Navic Networks Contract Technical Writer Needham, MA  
December 2005–February 2006

Documented an internal API.

Voice Signal Technologies  
Contract Technical Writer

Woburn, MA  
April–June 2005

Documented an API for software that voice-enables cell phones. Revised and produced a user guide and reference manual in HTML Help and PDF, using Doxygen. Coded .h files with Doxygen commands to produce programmer documentation from a “single source of truth” (the source code).

### Regular Employment Technical Writing Experience

Compuware Corporation  
Information Developer

Nashua, NH  
July 2002–March 2005

Completed these projects as part of a seven-person documentation group for this manufacturer of software enabling developers to debug and perform performance analysis, memory usage, and coverage testing and tuning on software they are developing:

- Updated and produced an understanding guide, installation guide, WebHelp, context-sensitive JavaHelp, and Unix manpages for a Java-based code analysis tool.
- Wrote online help for a Windows-based code analysis tool for software developers working in the Visual Studio, Visual C++, and Visual Basic environments.
- Peer-edited, proofread, and performed production checks on manuals and help systems for members of the writing team.
- Wrote and produced a schedule for a new product release with a team of five writers, using Microsoft Project.

Entegriety Solutions  
Technical Writer

Marlboro, MA  
May–October 2001

Redesigned and rewrote an administration and configuration guide and an installation guide. Created a new FrameMaker template for the documentation set.

Lernout & Hauspie Speech Products  
Technical Writer

Burlington, MA  
September 1998–May 2001

As the sole writer working with a development group in Belgium, wrote and produced context-sensitive HTML Help, Windows Help, and printed documentation, including user guides, reference manuals, tutorials, and installation guides, for the L&H Voice Xpress SDK, Telecom RealSpeak/Host Software Development SDK, and the L&H Solution Series product. Initiated the use of HTML Help for the Visual Basic ActiveX controls. Documented the new features of the SDK by using the product. Negotiated deliverables and schedules to produce accurate documentation on time.

### Other Technical Writing Experience:

Progress Software Corporation  
Sykes Enterprises Incorporated  
Digital Equipment Corporation

January 1996–September 1998  
January–December 1995  
October 1987–December 1994

### Education

College Courses: C++, Visual Basic, Java, Pascal, Data Structures, Assembly Language, and Networking Communications  
Certificates: Software Technical Writing, a full-time six-month training program at Digital Equipment Corporation  
Computer Electronics, a nine-month training program at Sylvania Technical School, Waltham, MA  
College: B.S. in Music Education, Indiana University of Pennsylvania, Indiana, PA

### Professional Organizations

Associate Fellow, Society for Technical Communication (STC), 2011. Received the Landers/Carbrey Spirit of Volunteerism award from the Boston STC chapter (2011). Senior member in the STC. Manager of the Lone Writer Special Interest Group (SIG) (2010–present). Past officer of the Boston STC chapter (Secretary for 2009–2010, Council Member-at-Large for 2008–2010 and 2006–2007). Leader of the Tools and Technology SIG and the Consulting and Independent Contracting SIG (2006–2010). Past officer of the Northern New England STC chapter (2000–2003).

### Professional Speaking Engagements

Lead presentations and workshops at many STC chapter meetings (2004–present and 2001), the STC international conferences (2008–2011, 2003–2006), the WritersUA Conference (2010–2011, 2006–2008), and other professional conferences.