

JOHN ROBERT GREEN

TECHNICAL WRITER/COPYWRITER

HYBRID (ONSITE + REMOTE) PREFERRED

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Experience

<i>From and To</i>	<i>Employer and Business</i>	<i>Job Title and Role</i>	<i>Tools Used</i>
April 2021-present	CloudFactory , The White Building, 33 King's Road, Reading RG1 3AR/+ Remote Mission to connect a million people in the Developing World to digital-age work.	<i>Technical Author.</i> My assignment (almost complete) was to assess and overhaul the existing content that describes how workers use the latest version of the CF cloud labour platform. I took the source Google Docs, made them consistent, and filled in the missing 'gaps'. I then imported the content into a CMS (Paligo) that allows re-use and conditional publishing to selected groups of users. We can now publish the content from this CMS to a knowledge base (Zendesk), accessible to CF users via Google SSO.	Google Docs, Zendesk, Paligo, HelpScout, Acrobat, Snag-it and Loom, all under Windows 10.
January 2020-April 2021	Metapack , 4th Floor, 200 Gray's Inn Road, London, WC1X 8XZ/Remote. Targeted consumer shipping choices. Reason for leaving: End of assignment.	<i>Technical Writer/Copywriter.</i> I generated documentation for all the company products on help.metapack.com , including instructions on how to call the APIs (both SOAP and REST), and how to amend the calls for post-Brexit shipping. I worked inside Paligo and continuously published the results 'live' to Zendesk. I liaised with Developers, Product Owners and Pre-Sales and involved them in an ongoing documentation review process. I also maintained Postman collections of sample API calls, and put together short videos in Camtasia.	Camtasia, Postman, SoapUI, Slack, Confluence, Jira, Acrobat, Zoom, Snag-it, Photoshop, Zendesk and Paligo, all under Windows 10.
October 2019- December 2019	Railsbank , Elm Yard, Elm St., Holborn, London, WC1X 0BJ. Open banking platform. Reason for leaving: End of assignment.	<i>Technical Writer.</i> Scale-up contract role to overhaul and update the original API help and user guides, and review the release note process.	Spotlight, Confluence, Jira, Google Docs, under MacOS Mojave.
February 2019-October 2019 Contract	Research England , Stoke Gifford, Bristol BS34 8SR. Oversees UKRI's England-only functions in relation to university research. Reason for leaving: End of contract.	<i>UX Technical Writer and Tester.</i> Security-cleared contract to document the GUI, and underlying API endpoints, for the REF2021 submission system , used to allocate funding to UK universities. Reporting to the Test Manager, I used MadCap Flare to create the single Help source from which the HTML5 output, PDFs (e.g. this user guide) and field-level snippets were deployed.	Swagger UI, MadCap Flare 2019, Azure DevOps, JavaScript, C#, Git, Umbraco, MS Office, Snag-it and Adobe Acrobat XI, all under Windows 10.
February 2018-January 2019 Contract	SpotX/Yospace , Staines-Upon-Thames TW18 4EP. Provider of Dynamic SSAI (Server-Side Ad Insertion) for Live and On-Demand content on both Web and Mobile platforms. Reason for leaving: End of assignment.	<i>Sole Technical Writer/Copywriter.</i> In conjunction with the Developers, I created the user documentation describing the use of the APIs and SDKs, as in this example , and the back end documents supporting Yospace's core SaaS platform. The documents were originally written in Google Docs, but I migrated them to Paligo . Paligo also helped the CTO out with the copywriting, e.g. drafting articles such as this one on Best Practice for Multiplatform Monetization with Dynamid Ad Insertion .	Google Docs, Paligo, MS Office, Adobe Acrobat XI, and Tortoise SVN, all under Windows 10.
February 2017-February 2018 Permanent	Programming Research (PRQA) , Walton-on-Thames KT12 1RZ. Provider of static analysis tools to facilitate code compliance. Reason for leaving: Acquisition by Perforce	<i>Sole Technical Writer.</i> I updated all the User Help for PRQA's static analysis tools, developed to find non-compliance issues in embedded C and C++ code. This Help was originally held in the company's legacy LaTeX content system and I migrated it to MadCap Flare, to provide a single source in U.S. English from which all future output could be generated. I also updated much of the Message Help generated during analysis of the code.	MadCap Flare 10 and 2017, LaTeX, MS Office, Adobe Acrobat XI, SVN and Git, all under Windows 7 and 10.
March 2015-February 2017 Permanent	World Programming Ltd. , Osprey House, Budds Lane, Romsey SO51 0HA. Creators of WPS. Reason for leaving: End of project.	<i>Technical Author/Copywriter/Translator.</i> I created DITA-compliant XML documentation for the 3.2 and 3.3 releases of WPS. I also acted as head of the translation team responsible for localisation into French and Spanish (I did most of the French, and some of the Spanish, myself).	Adobe Photoshop, Acrobat XI, MS Office 2013, oXygen XML Author 18 (with DITA and MathFlow), and Git, all under Windows 8.

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Experience (continued)

From and To	Employer and Business	Job Title and Role	Tools Used
January 2014-February 2015 Contract	ICE Insure Tech. Ltd. , Camberley GU17 9AB. End-to-end insurance. Reason for leaving: End of contract.	<i>Technical and Bid Writer.</i> I worked with both the Marketing and Development teams to create the documents to aid the bidding process, including end user workflows for the Claims, Policy, Finance and Rating modules. I also created a back end configuration guide.	MadCap Flare 10, JIRA, Atlassian Confluence, Adobe Acrobat XI, MS Office 2010, Snag-it, all under Windows 7.
January 2013-January 2014 Permanent	Dell Software , Ascot House, Maidenhead Office Park, Maidenhead, Berkshire SL6 3QQ. Former suppliers of ChangeBASE. Reason for leaving: Part of a worldwide Dell redundancy programme.	<i>Technical Author/Video Scripter.</i> Working in a remote but Agile environment, I helped to design the new interface for Version 6 of ChangeBASE. I explained this interface by: <ul style="list-style-type: none"> • Creating and narrating the Training and Marketing videos for Dell's LMS, using Adobe Captivate. • Creating a conditioned single source using MadCap Flare (a tool that I persuaded them to use). From this source all the required types of output could be generated quickly, including PDFs and CHMs. 	MadCap Flare 9, Adobe Captivate 5.5, SQL Server, VMware, Team Foundation Server 2012, Adobe Acrobat XI, MS Office 2010, Snag-it, Adobe Photoshop 13.0, ePublisher, all under Windows 7.
August 2010-January 2013 A Series of Contracts	Vertu , Beacon Hill Rd., Church Crookham, Hampshire GU52 8DY. Nokia's luxury mobile phone arm. Reason for leaving: End of final contract prior to worldwide Nokia redundancy programme.	<i>Technical Author.</i> I created user and Marketing collateral for Vertu's first touchscreen smartphone. With one other Author, I generated the source XML from which both the in-phone help and PDFs were created, using Nokia's version of the SDL Trisoft CMS with Arbortext Epic Editor. I also organised localisation of the XML into 30 languages, and used Adobe InDesign and FrameMaker to create the accessories booklets in the same 30 language, liaising with both Translators and Printers. I introduced MadCap Flare into the business in order to document the Service Centre processes. I also took the initiative of building a secure Web Portal (using Dreamweaver with CSS) for Service Centre staff.	FrameMaker 10, MS Office, MadCap Flare 8 & 9, Adobe Creative Suite 6 Design & Web Premium (InDesign, Dreamweaver, Photoshop, Illustrator, Acrobat), Snag-it, SharePoint, Arbortext Epic Editor, and FileZilla (for FTP), all under Windows 7.
October 2008-August 2010 Permanent	Pitney Bowes Business Insight (MapInfo) , Minton Place, Victoria Street, Windsor SL4 1EG. Location Intelligence solutions. Reason for leaving: Worldwide redundancy programme.	<i>Technical Author.</i> I was the sole Technical Author for the Global Data team. Working in an Agile environment, I created the white papers, release notes, and guides for the full range of data products. I organised localisation where relevant, and had a particular responsibility for creating French copy. I liaised with the Global Offices, particularly the Australian Office, for whom I re-organised all of the AsiaPac product guides into a single FrameMaker source, with regional conditional tags.	FrameMaker 9, MS SharePoint, FileZilla (for FTP), Visio, MS Office, Adobe Acrobat, Paint Shop Pro, and Snag-it, all under Windows XP.
June 2008-October 2008 Contract	Samsung Electronics Research Institute , South Street, Staines TW18 4QE. Reason for leaving: End of contract.	<i>Web Content Creator and Editor.</i> Contract to create XML content for a Web portal designed to encourage people to develop their own Samsung mobile phone applications, and test them on virtual devices via an in-house lab.	Adobe Dreamweaver CS3, CorelDRAW, Photoshop, Adobe Acrobat 7, all under Windows XP.
August 2007-June 2008 Permanent	CliniSys , Two Bridges, Guildford Street, Chertsey, Surrey KT16 9AU. LIMS (Laboratory Information Management Systems).	<i>Technical Author.</i> I tested the company's sample tracking LIMS software for NHS Trusts, and created WebHelp for it using RoboHelp. I mentored one other Author, and used RoboHelp with conditional tags to generate release notes and help from a single source for the different Trusts.	RoboHelp 7, Snag-it, SourceSafe, Office 2003, Adobe Acrobat 7, all under Windows XP.
April 2004-August 2007 Contract	Snap-on Business Solutions , Aspen House, 300 Kings Road, Reading RG1 4HP. Automotive BI.	<i>Technical Author.</i> Contract to create copy and user guides for Web-based automotive dealer software. I was also responsible for managing their localisation into other European languages, particularly French.	FrameMaker 7, MS Office 2003, Acrobat 7, and RoboHelp Office, all under Windows XP.
December 2002-April 2004 Permanent	IS Oxford Ltd. , The Chapel, 3 Armstrong Road, Littlemore, Oxon. OX4 4XT. Heritage Library system.	<i>Technical Author.</i> I managed the Support website, having redesigned it and written much of the content. I also tested the company's software, created all the user documentation for it, and uploaded the documentation.	Dreamweaver 4, FrameMaker 7, MS Office, Acrobat 5, all under Windows XP.

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Experience (continued)

From and To	Employer and Business	Job Title and Role	Tools Used
July 2002-Dec. 2002 Contract	Fasthosts Internet Ltd. , 154 Southgate Street, Glos. GL1 2EX. Web hosting.	<i>Knowledge Base Author.</i> Creation of a Knowledge Base of workflow processes and Internet procedures, including domain registration and transfer, firewalls, hosting, etc.	Dreamweaver 4, MS FrontPage and Word, all under Windows 2000.
November 2001-July 2002 Contract	Linx Printing Technologies plc , Burrell Road, St. Ives, Cambridgeshire PE37 3LA. Printing solutions provider.	<i>Technical Author.</i> Creation of newsletters, brochures, and training guides for a wide range of printers. Organised photo shoots for the documents, and helped edit the resultant digital photographs. Helped with localisation.	PageMaker 6.5, Illustrator 8, Photoshop 7, Word, Visio, and Acrobat 5.
January 2001-Nov. 2001 Contract	BlueArc UK Ltd. , Cookham Rd., Bracknell RG12 1RB. NAS provider.	<i>Technical Author.</i> Creation of a complete set of software and hardware guides ready for the launch of a NAS solution. I also created Marketing white papers.	FrameMaker 6, Photoshop 6, Dreamweaver 4.
October 2000-January 2001 Contract	Business Objects (Société Anonyme) , 157-159 rue Anatole France, 92300 Levallois-Perret, Paris.	<i>Rédacteur Technique.</i> Short-term contract to write the administrators' guide for the BO Auditor module, testing the module and reporting bugs. I liaised with the developers in French.	FrameMaker 5.5, Acrobat 4 and Paint Shop Pro 6, all under Windows NT.
June 1999-October 2000 Permanent	Entuity Ltd. , Devonshire Square, Cutlers Gardens, London EC2M 4YL. Creator of network management product Eye of the Storm™.	<i>Technical Author.</i> Varied startup role to: a) create the initial 'cut' of the commercial Website; b) create the Marketing collateral material; c) design and test the browser-styled GUI, for Unix and Windows NT; d) write the help and the installation/training manuals.	FrameMaker 5.5, Acrobat 4, PowerPoint 2000, Visio and Paint Shop Pro 5, all under Windows NT.
May 1997-June 1999 Permanent	Itron Ltd. , Kilnbrook House, Rose Kiln Lane, Reading RG2 0BY. Utility management software.	<i>Technical Author.</i> I completed bespoke documentation for Meter Reading systems, and alpha tested all the software. I introduced FrameMaker. I used French to liaise with Itron S.A.	MS Office 7, FrameMaker 5.0, and Paint Shop Pro 4, all under Windows 95.
June 1994-May 1997 Permanent	Hertz Europe Ltd., Hertz House, 700 Bath Road, Middlesex.	<i>Technical Author and Procedures Writer.</i> Completion of user and training manuals for a Personnel desktop system, and a Risk & Claims mainframe system.	WordPerfect and Paint Shop Pro 3.
May 1993-June 1994 Contract	North London Blood Transfusion Centre (IT Department), Colindale.	<i>Procedures Writer.</i> Year-long contract to complete user documentation and IT operating procedures in readiness for BS5750 Accreditation.	MS Word and Novell Netware.
June 1990-May 1993 Permanent	Business Computer Projects Ltd., Stockport.	<i>Technical Author.</i> I completed user manuals to support the modules of the company's Order Management system.	MS Word and Ventura.
April 1988-June 1990 Permanent	Markem Systems Ltd., Salford. Label printing machinery.	<i>Technical Author.</i> I maintained a full set of user manuals for the company's machinery and label design software.	MS Word and PageMaker.
August 1984-April 1988 Permanent	PAFEC Ltd., Strelley Hall, Nottingham. CAD/CAM.	<i>Technical Author.</i> I completed manuals for the Milling & Turning, Mapping, and 3D Solid Modelling modules.	Exxon WP software.

Qualifications

From and To	Place of Learning	Subjects and Grades
Feb.-Aug. 1984	Eston Ltd., Derby.	This was the first specialist Software Documentation course in the country, and I passed the <i>City & Guilds in Technical Communication Techniques</i> (with Merit).
Sept. 1979-June 1980	University of Central Lancashire, Preston.	<i>Post-Graduate Diploma for Bilingual Secretaries</i> , with individual Royal Society of Arts exam passes in French (Advanced), Spanish (Intermediate), Office Supervision (Stage III), Typing (Stage III), Shorthand (80 wpm). I also took, and passed, the <i>Diplôme de la Chambre de Commerce de Paris en français commercial</i> .
Sept. 1971-June 1974	St. Peter's College, University of Oxford.	<i>BA Languages course</i> in French and Latin.
September 1964-Dec. 1970	King Edward VII School, Lytham, Lancashire.	1970: 'A' Level passes in French and Latin (both Grade A), General Studies (Grade C), and English (Grade E). Also passed Oxford University Entrance Examinations in French and Latin. 1968: 'O' Level passes in French, Latin, Mathematics (all Grade 1), Physics and English Language (both Grade 2).