

Bohdan "Bo" Shmorhay
Technical Writer/Editor
Web Content Developer

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Objective

Seeking Technical Writing or Web Content work, with responsibility for designing, writing, and editing system requirements, functional and design specifications, installation, configuration, user, and reference manuals, online help, test plans and test cases, training materials, and website content.

Summary

Thirty years of experience as a documentation specialist, producing technical materials under deadline, to rigorous industry standards, and implementing and supporting content management systems. Experienced in complying with regulatory and mil-spec standards.

Tools

- o Adobe FrameMaker 7.2 and Adobe RoboHelp 9.0 and Madcap Flare 10
- o Adobe InDesign, Adobe Illustrator, and Adobe Photoshop CS6
- o Microsoft Word 2013, plus Project, Visio, Excel, Access, and PowerPoint
- o Perforce 2006 version control system, Visual Studio 2013 with TFS
- o SharePoint 2010 and 2013, Snagit 10, Camtasia 8, Git, and Atlassian suite

Languages Fluent in Ukrainian (which is similar to Russian), plus three years of high school French.

Education B.A. English, University of Washington, Seattle, plus undergraduate engineering training at MIT, and graduate-level instructional technology training at New School for Social Research in NYC.

Experience

Technical Writer, KnuEdge, Inc. San Diego CA (11/16 to 10/17) (contract)

- o Maintained Knureon processor, board, and server documentation for hardware team.
- o Wrote and updated voice recognition, AI, and machine learning web app manuals.
- o Assisted with marketing communications social media content writing and setup.

Technical Writer, Alere, Inc. San Diego CA (1/16 to 5/16) (contract)

- o Wrote and edited equipment installation, operation, and maintenance SOPs.
- o Documented content management version control and QA (FDA) processes.

Technical Writer, Lytx, Inc. San Diego CA 2/14 to 12/15 (contract to staff)

- o Refactoring/rewriting 200-topic (300-page) Online Help for DriveCam in MadCap Flare 10.
- o Created DriveCam reference cards using Adobe InDesign, Illustrator, and Photoshop CS6.
- o Set up SharePoint 2010/2013 device hardware documentation library with version control.
- o Rewrote and expanded firmware utility installation instructions and user guide in MS-Word.

Technical Writer, EDF-RE, Inc. San Diego, CA, 2/13-10/13 (contract)

- o Documented energy facility operational guidelines to meet NERC standards.
- o Supported accountants and analysts in updating business process documents.

- o Provided Microsoft Word and Project technical support and training materials.
- o Implemented SharePoint document library, and created terminology glossary.
- o Evaluated Madcap Flare for suitability as a team-based online help authoring tool.

Technical Writer, XIFIN, Inc. San Diego, CA, 6/11-10/12 (contract)

- o Wrote weekly and monthly release notes for an ICD-10-based medical billing system.
- o Wrote and updated user guides for single sign-on, webservices, and other products.
- o Updated very large (1300-topic) online help system using Adobe RoboHelp 9.
- o Evaluated H-P QuickTest Pro for online help test plan and test case suitability.

Technical Writer, X-Feds, Inc. San Diego, CA, 8/10-12/10 (contract)

- o Provided technical writing and editing support to network administrators and security engineers.
- o Updated and maintained documentation templates and Microsoft Project 2010 schedules.
- o Formatted documents and meeting minutes to US Navy and other defense industry standards.

Technical Writer, Sequenom, Inc. San Diego, CA, 11/09-2/10 (contract)

- o Edited and updated mass spectrometer and laboratory instrumentation instructions.
- o Designed efficient database publishing FrameMaker documentation book templates.

Senior Technical Writer, Qualcomm, Inc. San Diego, CA, 9/04-1/09 (contract to staff)

- o Edited digital signal processor firmware functional and design specifications.
- o Provided version control technical support for CVS and Perforce depots.
- o Wrote chip register values database functional and design specifications.
- o Evaluated Altova XMLSpy, DITA Open Toolkit, and open-source CMS.

Project Webmaster, Intuit, Inc. San Diego CA, 5/04-8/04 (contract)

- o Set up and maintained ASP-based website in support of web application testing.
- o Provided realtime news bulletins and system updates for testers and managers.
- o Updated data analysis spreadsheets and SQL queries using Access and TOAD.

Senior Technical Writer, Hewlett-Packard All-in-One Division, San Diego, CA, 5/02-12/03 (contract)

- o Coordinated functional specifications writing for multifunction inkjet printer software.
- o Built and maintained project documentation website using Apache webserver and RoboHelp.
- o Served as technical support for web-based groupware for Macintosh and documentation teams.
- o Evaluated Author-it, Dreamweaver, and Madcap Flare as XHTML hypertext authoring tools.

Senior Technical Writer, Epicentric Inc., San Francisco CA, 5/01-10/01 (staff)

- o Updated HTML-based online help using Dreamweaver 4 to document web portal server configuration and servlet engine installation.
- o Used FrameMaker 6.0 on Windows 2000 to write search engine component installation and configuration instructions.

Senior Technical Writer, Eloquent Inc., San Mateo CA, 5/00-5/01 (staff)

- o Used FrameMaker 5.5 on Windows NT to document the Eloquent Communication Server (ECS), a streaming video web portal server, through four major product release cycles in one year, producing a 100-page installation guide, 100-page administrator's guide, and a 120-page user's guide.
- o Configured Quadralay WebWorks Publisher and Adobe Acrobat Distiller filters to provide single-source publishing of PDF and HTML files.

Technical Recruiter and Database Analyst, Synergistech, Mountain View CA, 4/99-2/00 (contract)

- o Performed commission-based recruiting for technical communications staff, averaging one to two placements per week.
- o Constructed Microsoft Access database queries to match candidates to jobs, and developed data-gathering worksheets to reorganize job posting and candidate preparation workflows.

Senior Technical Writer, Reasoning, Inc., Mountain View, CA, 3/97-9/98 (staff)

- o Wrote and edited a 500-page developer and system administrator documentation set for the Unix-based automated source-code conversion tool Reasoning/2000 (versions 3.0 to 3.5) using FrameMaker 5.5 under Solaris 2.6 and Visio Pro 4.5 under Windows.
- o Created and maintained a document repository for technical reviews of all documentation, including TeX-to-FrameMaker conversions of the software developer kit (SDK) documentation.

Senior Technical Writer, WebFlow/Accentuate, Santa Clara, CA 9/96-3/97 (staff)

- o Wrote and edited a 70-page system administration guide and a 160-page user's guide for the web-based document collaboration and workflow groupware products SamePage and TakeAction using HTML 3.2.
- o Wrote a 40-topic WinHelp online help system using ForeHelp 2.95 describing product installation and administration on Windows NT.

Tech Pubs Manager, Sterling Software, Redwood Shores, CA 9/95-9/96 (staff)

- o Supervised three technical writers (contract, staff, and part-time) in documenting the client/server Windows application development tools STARFlashpoint 3.5 and STARView 1.0.
- o Writers used FrameMaker 5.0 under Sun Solaris 2.6 to edit over 800 pages of manuals, and RoboHelp 2.0 and ForeHelp 2.95 to edit over 4300 online help topic modules.

Senior Technical Writer and Tech Pubs Manager, SAIC, San Diego CA, 9/91-8/95 (contract to staff)

- o Coordinated a staff of five in performing word processing, copyediting, graphics, paste-up, and production tasks for eight major (over 450-page) environmental impact statements and reports.
- o Developed HTML-based hyperlinked online help topic modules for the WCCS U.S. Air Force airbase logistics and planning system.

Technical Writer, Simpact Associates, San Diego CA, 6/88-6/91 (staff)

- o Edited installation, maintenance, and SDK/API reference manuals for data communications hardware and software products using TeX/LaTeX, Word 4.0, MacDraw II, Illustrator 88, and PageMaker 4.0.
- o Used MS-Excel 3.0 and Double Helix 3.0 to construct a relational database containing more than 2000 technical drawing records (with thumbnails) and over 400 technical document records (with workflow tracking).
- o Prepared competitor analyses, terminology glossaries, and sales training materials for the Simpact sales force regarding IBM SNA networking products and protocols, providing them with PowerPoint 2.0 sales training packages.
- o Implemented a program to bring all aspects of data sheet production in-house using the desktop publishing programs ReadySetGo 2.0 and PageMaker 4.0.
- o Interned at San Diego Cox Cable Channel 24 public access television studios (9/89-8/90) in video lighting, camera operation, audio board, switcher, and post-production editing. Provided recommendations to improve in-house corporate training and video teleconferencing facilities.

Technical Writer, Computer Associates/ISSCO, San Diego CA, 12/87-5/88 (contract)

- o Used Microsoft Word 3.0 on a Macintosh and XEdit on an IBM mainframe to edit user manuals for a FORTRAN-based DEC VAX/VMS and IBM VM/CMS technical graphics and charting software product (CA-DISSPLA).
- o Assisted in writing the design and user documentation for a graphics file protocol translator product (CA-GRAFCON).

Technical Writer, Interactive Systems/Telco Solutions, Bergen County, New Jersey 9/86-9/87 (contract)

- o Wrote and edited a six-part 600-page technical and user documentation set for a telephone call credit and charge quotation system (BACQS) for Bell Atlantic.
- o Primary tools were the TGAL text processor running on a Tandem fault-tolerant minicomputer, MacDraw on a Macintosh, and the Information Mapping documentation methodology.

Technical Writer, Citicorp/NAIB Information Systems Group, New York City, 5/85-3/86 (contract)

- o Designed, wrote, and edited online user documentation for a money market transaction processing and database system operating on an IBM VM mainframe. Primary tools consisted of XEdit and IPSF running

under IBM VM/CMS, plus SGML.

- o Redesigned existing online help structure by standardizing the screen layouts, linkages, and field descriptions, and used MacDraw on an Apple Lisa to diagram transaction processing screen flows.

Documentation Manager, Interactive Market Systems, New York City, 11/84-5/85 (contract)

- o Wrote and edited eight 25-page user and reference manuals for VAX-based and PC-based media planning and market research systems using XyWrite III on an IBM PC.
- o Researched PC file transfer links to Atex typesetting systems and ReadySetGo-Compugraphics page layout technology, and used multi-layer paste-up boards to create mechanicals for binder covers.

Managing Editor, A+/PC Disk, PC Magazine, Ziff-Davis Publishing, New York City, 9/83-10/84 (staff)

- o Established administrative systems for soliciting and evaluating PC and Apple II software, screened and recruited freelance programmers, arranged software fees and royalties, established software testing milestones and cost accounting procedures, and integrated software development with documentation walkthroughs and testing.
- o Recruited, trained, and supervised technical writers and copyeditors, established documentation workflow and tracking procedures, negotiated writer's fees, set writing and editing standards and deadlines, photographed computer screens, and wrote package cover blurbs and advertising copy.

Technical Writer, HHB-Softron Systems, Bergen County, New Jersey, 8/82-9/83 (staff)

- o Wrote two 80-page mil-spec technical manuals describing an expansion rack of automated testing equipment with multiple printed-circuit-board adapters. Primary tools were the DEC VMS EDT text editor and the Unix utilities nroff and troff.
- o Edited a 425-page user's reference manual for a computer-aided design and test system for integrated circuit boards, while simultaneously coordinating the team of nine programmers in writing this manual to a storyboarded outline.

Computer Operator, then Technical Writer, Boeing Aero Labs, Seattle WA, 4/80-1/82 (staff)

- o Processed wind tunnel aerodynamic model performance data using three DECNET-linked PDP 11/70 computers to run FORTRAN IV and PDS programs to produce technical graphics and data tables.
- o Wrote a 100-page operator training and reference manual describing aero lab computer system concepts, troubleshooting techniques, and software parameters used in the wind tunnel facility data reduction programs.
- o Used the Hughes Aircraft's S.T.O.P. methodology for the content, and a Wang OIS-130 word processing system after hours for the formatting.

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