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Skills Summary

- Technical Writing** Experienced developer of technical, reference, administration, marketing, and end user content for both print and online delivery to internal and external audiences. Independent, yet solid team player. Quick study, deadline driven, budget conscious. Experienced in working as part of remote team. Comfortable using pre-production code. Specialize in creating web-based help systems using current tools for a variety of application types.
- Management** Experienced in managing user assistance professionals throughout entire software development process, from scoping and definition through delivery and maintenance. As a manager of documentation development, have led efforts to define requirements, successfully managed multiple concurrent development projects, and ensured that information is clearly communicated among all participants in the process. Started departments, hired and trained staff, specified production systems and workflow, and set standards. Experienced in developing and leading high-performance cross-functional teams. Consistently deliver quality projects on time, within budget, and under pressure.
- Training and Education** Experienced in developing and delivering end-user training courses, creating training materials, college and graduate level teaching, producing professional conferences, and managing training development and delivery for an international company. Committee leader for international professional society's training efforts with responsibility for identifying new courses, determining technical delivery mechanisms, and generating revenue.

Employment History

Docu-MENTOR

CHESTER, VT

INDEPENDENT CONSULTANT 2006 - PRESENT

Available for documentation, course development, and online content projects. If you need words to communicate your company's or product's purpose, use, or objective, get in touch! 30+ years experience in getting complex ideas across in simple, straight-forward, easy to read prose. Assignments included writing user documentation, documentation planning and assessment, interface design including menus, screens, and help text for various local and international companies. Tools used: Dreamweaver, Framemaker, MS Word, Visio, PowerPoint

HEWLETT-PACKARD COMPANY

NASHUA, NH AND CHESTER, VT

LEAD/PRINCIPAL WRITER 2005 - 2006

Organized, structured, planned, and wrote online help and PDF documentation for next-generation enterprise network management, reporting, and identity management applications. Products developed in Java and run on multiple platforms (HP-UX, Linux, Windows). Focused on deployment wizard (including UI design), root cause analysis, installation planning, and getting started documents. Tools used: FrameMaker, Dreamweaver, Adobe Acrobat, Visio

IDE, INC*CONCORD, MA**DOCUMENTATION MANAGER 1999 - 2005*

Responsible for all end user documentation for browser-based enterprise application developed on .ASP and J2EE platforms. Started as 16th employee and sole writer, then expanded team to include five senior writers. Cross-functional team leader. Involved in managing software releases, off-shore development effort, and internationalization of the application. Developed innovative context-sensitive HTML-based Help using Dreamweaver; documented XML application features. Met all release deadlines for multiple ongoing projects. Tools used: Dreamweaver, Fireworks, Acrobat, ForeHelp, MS Word, MS Project, MS Excel

HELP UNIVERSITY, INC*NASHVILLE, TN AND DALLAS TX**DIRECTOR, CORPORATE COMMUNICATIONS 1995 - 1998*

Produced, developed, organized, and presented training conferences consisting of timely information on tools and technologies to online technical communicators. As producer, created marketing collateral, set conference direction, specified session topics, hired and managed speakers, and coordinated presentation content for conferences in US and overseas. Tools used: PowerPoint, MS Word

CENTRA SOFTWARE*LEXINGTON MA**DOCUMENTATION MANAGER 1996 - 1997*

As eighth employee in startup environment, worked during design phase to specify UI and product functionality; hired staff; designed documentation set and wrote documents and online help for browser-based distance learning application. Developed one of the very first HTML-based online help systems. Provided significant input to product design based on teaching and instruction experience. Trained clients in online instruction methods. Tools used: HTML editors (HoTMetaL, HotDog), JavaScript, Adobe Acrobat, MS Word

AT&T NEW MEDIA SERVICES / ZIFF-DAVIS INTERACTIVE*CAMBRIDGE, MA**TECHNICAL DOCUMENTATION MANAGER 1994 - 1996*

Hired and managed writers developing help documents and print manuals for Interchange commercial online service started by Ziff Davis as a way of publishing their magazines online. Tools used: Internal tools, HTML, MS Word, RoboHelp

KEYFILE CORPORATION*NASHUA, NH**TECHNICAL PUBLICATIONS MANAGER 1992 -1994*

Wrote technical publications, online help, and marketing materials for document management, imaging, groupware system. Wrote key user and administration manuals, reviewed all publications and contributed to UI design. Developed and presented customer training courses and seminars. Lead demo-er at COMDEX. Tools used: Doc-To-Help, MS Word, PageMaker

DOCUMENTATION DEVELOPMENT INC.*CAMBRIDGE, MA**DIRECTOR OF DOCUMENTATION SERVICES 1989 - 1991*

Managed contractors in a variety of industries, applications, and development situations. Estimated projects, set schedules, and administered documentation projects. Developed and presented seminars, presented at industry associations. Developed and implemented new client services. Tools used: MS Word, MS Project, Macromind Director

FACT INTERNATIONAL, LTD.*AUCKLAND, NEW ZEALAND**PUBLICATIONS DEVELOPMENT AND TRAINING MANAGER 1987 - 1989*

Started documentation group, wrote manuals, and hired and trained writers. Managed training development and delivery. Implemented minicomputer-based online documentation system. Built highly respected organization that directly contributed to increased corporate sales. Tools used: Wang OIS, Wang WP, MS Word

WANG LABORATORIES, INC.

LOWELL, MA

PROGRAM MANAGER, SUPERVISOR 1982 - 1987

Managed publications development for major projects; supervised group of writers; developed, administered, and taught in-house technical writing training program; developed departmental policies and procedures; managed internal corporate relationships including translations and distribution; consultant for electronic publishing projects. Tools used: Wang OIS, Wang WP

THE ANALYTICAL SCIENCES CORPORATION

READING, MA

DOCUMENTATION SPECIALIST 1980 - 1982

As sole writer, designed and wrote user and administration manuals for property management and accounting packages. Tools used: DataGeneral Nova, WordStar

DIGITAL EQUIPMENT CORPORATION

MAYNARD, MA

SENIOR TECHNICAL WRITER 1975 - 1980

Wrote programmer and systems manuals for PDP-11 operating systems, languages, and utilities; served as project leader. Tools used: Internal proprietary tools

INTERACTIVE DATA CORPORATION

WALTHAM, MA

TECHNICAL WRITER 1973 - 1975

Wrote user reference manuals for financial services company; documented databases, query and reporting procedures. Tools used: IBM C-Script

Education

Bachelor of Arts from Tulane University, New Orleans, Louisiana; majors in English and Philosophy.

Teaching Experience**UNIVERSITY OF MASSACHUSETTS, LOWELL**

LOWELL, MA

1990 - 2001

Taught *Introduction to Technical Writing* and *Advanced Software Writing* as part of the Technical Writing Certificate program.

HARVARD UNIVERSITY EXTENSION SCHOOL

CAMBRIDGE, MA

1982 - 1987; 1990 - 1991

Taught *Software Documentation Methodology* as part of a certificate program in applied sciences.

Professional Activities

Society for Technical Communication (STC) Activities include:

- Associate Fellow, member of Vermont, Northern New England, and Boston chapters
- Named to Conference Advisory Committee, 2006
- Named Chair of Training Committee, 2006
- Elected to Society's Nominating Committee, 2004 - 2006
- Best of Show Judge, International Online Communications Competition, 2004 - 2005
- IOCC Judge, 1999 - 2005
- Tools and Technologies Stem Manager, STC 50th Annual Conference, 2003
- InterChange Conference (regional STC conference) committee member for 10 years
- Interchange Conference Chair for two years
- Elected three terms to Boston chapter Administrative Council

Conference presentations include:

- Keynote Speaker - New Zealand Technical Writers Association Conference
- *Technical Communications Tools and Trends* - STC International Conference (5 years)

- *Ta Ta TOC, Hello Search* - WinWriters' Web Help Jumpstart Conference
- *Developing Browser-based Help with Dreamweaver* - STC International Conference
- *Roll Your Own HTML-based Help* - Computer Training and Support Conference
- *Choosing HTML Authoring Tools* - Training Support & Management Conference