

jerry kindall

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in brief

Experienced technical writer seeks employment as a senior or lead technical writer, or as a technical editor:

- Fourteen years' experience writing about technology professionally, including five years freelancing
- My previous projects have included end-user and developer documentation, marketing materials, standards documents, periodicals, trade books, Web sites, help systems, product packaging, and more
- I'm a former programmer and regularly read about new technology; I can pick up the essentials of any new technology quickly, and intuitively understand the "why" as well as the "how-to"
- My other documentation-related skills include basic illustration, graphic design, and Web development
- My experience "working solo" on large projects proves ability to self-manage and meet deadlines; working in periodicals trained me to get it right the first time and spend less time revising later

technology background

Extensive experience with FrameMaker, Acrobat, Word, Photoshop, PowerPoint, and other standard technical communications tools. Expert user of Mac platform including Mac OS X; significant experience on Windows 2000 and moderate experience on UNIX. Have written commercial software in 6502 and 65816 assembly language, BASIC, and AppleScript. Have developed Web sites and applications using HTML, JavaScript, CGI, C, ASP (VBScript), SQL, Flash. Formally studied C, BASIC, Pascal, IBM 370 assembly, JCL, COBOL, CICS. Understand C++, Java, XML well enough to read code; have read extensively about and dabbled in other languages. Familiar with Extreme Programming (XP) development methodology, Wiki. Experience with video and multimedia production techniques and equipment including scripting, shooting, lighting, editing, basic 3D modeling and animation, tools such as HyperCard and Director; also hobbyist experience in MIDI, music, and audio production.

work samples

XNS Standards Documentation - <http://www.xns.org/>

I served as documentation lead on this large undertaking, which heralds the launch of the Extensible Name Service (XNS), an open, standards-based digital identity protocol. In addition to the standards document itself, there were three other major deliverables: a white paper, a use cases document, and the documentation for the open-source Java Reference Implementation. I wrote much of the content myself, managed contributions from the other participants, edited for consistency and voice, and produced and packaged all these documents.

JobOrder Reference Guide - <ftp://ftp.joborder.com/documentation/>

After developing the first documentation for Management Software's *JobOrder* in 1996, I produced numerous revisions over the next six years. The 500-page document was produced in FrameMaker using a unique layout I developed specifically to make the documentation suited for both the screen and print (where it can be bound on either the top or bottom of the page). Both versions are prepared from a single document; the screen version includes hyperlinks and Acrobat bookmarks. JobOrder is a vertical-market process management package for service businesses, such as advertising agencies or engineering firms.

employment history

- August 2001–October 2002* OneName Corporation, Seattle, WA
Senior technical writer. Managed documentation process in sync with engineering's Extreme Programming (XP) methodology. Documentation lead on standards documentation for XNS, an XML-based digital identity protocol. (Version 1.0 of the XNS protocol was publicly released in July, 2002.) Created system administrator documentation for the OneName Identity Server and developer documentation for OneName SDK. Created help systems for end-user XNS applications. Collaborated with trainer to develop training materials for partners and clients.
- August 2000–August 2001* Widevine Technologies, Seattle, WA
Technical writer and Webmaster. Produced internal technical documentation for Widevine Cypher product. Produced marketing materials for various products including product sheets, press releases, white papers, and Flash animations. Designed three iterations of Widevine's public Web site and Web GUI for Widevine Cypher appliance.
- June 1995–July 2000* Manual Labor, Detroit, MI
Owned and operated successful freelance technical communications business. Clients included id Software, Scantiron Corporation, HouseMaster of America, Elemental Software, Wise Solutions, Roger Wagner Publishing, America Online, Bare Bones Software, WestCode Software, Management Software, WebNow, Central Transport International, Addison Group, Sunburst Communications, Sonic Solutions, ResNova Software, others. Wrote and designed end-user manuals and help systems, marketing materials; designed and developed Web sites. As subcontractor to Syndicomm, was involved in projects for America Online including forum creation and management.
- January 1990–June 1995* Quality Computers, Detroit, MI
Held positions ranging from technical support representative to sales representative to lead technical writer to product manager. Founded and was editor-in-chief of Quality's *II Alive* magazine for the Apple II. Wrote and designed over a dozen user manuals and many marketing materials, including a very successful direct mail campaign. Wrote and was assistant producer for several promotional and instructional videos. Developed UI for and managed development of *theLINK*, an early Internet service for educators. Developed *EZ Speak*, AppleScripts for Apple's speech recognition technology which received 3.5-mouse (out of four) rating from *MacUser*.
- June 1987–January 1990* Kitchen Sink Software, Columbus, OH
Programming and documentation for utility, educational, and CAD software for Apple II, including *AccuDraw*, *Robot Assembly Lab*, and *MicroDot*.

other experience & education

Served in various editorial capacities for *MDJ*, *MWJ*, and *MMJ*, Journals for Serious Macintosh Users published by MacJournals.com. Wrote *Web Motion Encyclopedia* for Waite Group Press imprint of Macmillan Computer Publishing. Wrote for Ariel Publishing's *Reboot* and *Sourceror's Apprentice* newsletters; edited Ariel's *Reboot and 8/16*. Contributed to long-running Mac e-publication *TidBITS*. Served as forum assistant on GEnie online service in three different RoundTables. Presented four times at ICON Summer Conference. Released freeware and shareware programs for Macintosh and Apple II. Currently am teaching myself Windows 2000 system administration.

Hobbies: Digital photography, reading, writing fiction, composing music, weblogging on personal site, JerryKindall.com.

Degree: Associate of Computer Science, Columbus State Community College, Columbus, OH, 1989

references & requirements

Available upon request.