Richard Thomson

Information Designer !

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Objective: Principal-level or management position taking advantage of my skills and experience in Web-based information systems, documentation writing and production, online help systems and user interface design. Particularly interested in finding ways to adapt computer technology to people's needs, rather than training people to adapt to the computer's needs.

Experience by Skill Set

Writing

Within tight deadlines researched, redesigned, and redeveloped a training guide that was previously subject to negative customer feedback. In field tests, trainers were very enthusiastic about the revised version.

Effectively used user interface design skills to produce documentation sets that integrated graphical application interfaces with minimal or non-existent hard copy.

Successfully managed the design, writing, and printing of the documentation and training materials for multiple V1.0 products.

Co-authored a paper published in the ACM SIGDOC Journal of Computer Documentation Volume 18 Number 1, January 1994.

Wrote award-winning documentation for, and contributed to the user interface design of Digital's DECwindows "hypertext" system.

Produced a series of high quality user guides for a new line of personal and mini computers. Their award-winning design was readable enough to be used as a pre-sales tool, but technical enough to be used in a post-sales environment.

Web site / online creation and management

Designed and developed innovative help systems for several startup companies.

Managed complete redesign and rebuilding of a corporate Web site.

Designed, built, and maintained a new-from-the-ground-up corporate intranet.

Designed, built, and maintained a highly successful 10,000+ page extranet serving a worldwide sales network.

Created (Hyper)help systems and online information sets in HTML and WindowsHelp.

Currently working on a Certificate of Professional Achievement in WebMaster Technology at Northeastern University.

Project-leading

Led a 6-person team to design and produce information sets for a suite of tools running on the Ultrix platform, with an emphasis on modularity and online formats.

Drove the award-winning redesign of the Datatrieve documentation set, reducing it by 1000 pages and saving an estimated $1 million in distribution and printing costs.

Tools

FrameMaker, RoboHELP, Word, and Interleaf

Dreamweaver, HomePage, PhotoShop, Illustrator, Acrobat, Access, JavaScripting, Active Server Pages, Cold Fusion (varying degrees of familiarity)
Windows, NT, Mac, UNIX (limited)

Chronological Work History

October 2001 to present	Consulting to Compaq Corp, Kronos Inc, Veridiem Inc, Waban Software	Technical writing services.
!	Designing and writing documentation	
	Researching and developing training materials	
	Creating and maintaining help material	
	Maintaining and developing Web sites, internal and external	
June 2000 to September 2001	Veridiem Inc, Maynard, MA.	Principal Technical Writer
!	Managed the design, writing, and printing of the documentation and training materials for a V1.0 product.	
	Designed and implemented an innovative context-sensitive help system.	
December 1998 to May 2000	Atcomm (nee Xiox) Inc, Manchester, NH.	Principal Technical Writer
	Managed complete redesign and rebuilding of the corporate Web site.	
!	Managed the design, writing, and printing of the doc set for a V1.0 telecommunication product.	
	Combined user interface design skills to produce documentation sets that integrated graphical application interfaces with minimal or non-existent hard copy.	
March 1995 to October 1998	Open Market Inc, Cambridge, MA.	Webmaster, Principal Technical Writer
	Designed, built, and maintained a new-from-the-ground-up corporate intranet.	
!	Designed, built, and maintained a highly successful 10,000+ page extranet serving a world-wide sales network.	
	Managed the design, writing, and printing of the doc set for a V1.0 product	
September 1992 to March 1995	Digital Equipment, Tewksbury, MA	Documentation Design Consultant
	Led a 6-person team to design and produce information sets for a suite of tools running on the Ultrix platform, with an emphasis on modularity and online formats.	
!	Created (Hyper)help systems and online information sets in HTML and Windows Help.	
	Co-authored a paper published in the ACM SIGDOC Journal of Computer Documentation Volume 18 Number 1, January 1994.	
January 1991 to August 1992	Digital Equipment, Varese, Italy	Senior Technical Writer
!	Drove the award-winning redesign of the Datatrieve documentation set, reducing it by 1000 pages to produce an estimated $1 million distribution and printing cost savings.	
March 1987 to December 1990	Digital Equipment, Valbonne, France	Senior Technical Writer
	Wrote award-winning documentation for, and contributed to the user interface design of Digital's DECwindows "hypertext" system.	
!	Combined user interface design skills to produce documentation sets that integrated graphical application interfaces with minimal or non-existent hard copy.	

| June 1980 to February 1987 | IBM, Austria; Philips, Holland; Olivetti, Italy ICL, England. | Various positions as a technical writer |

Status: Resident Alien (Green Card holder)

Education: B.Sc. Psychology, University of Newcastle upon Tyne, England 1980.