

Brian Neale

Technical Writer

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**An accomplished Senior Technical Writer specializing in
print and online technical documentation**

Summary of Qualifications

- Twelve years technical writing experience.
- Ability to communicate highly technical information to a wide-variety of users.
- Well-developed interviewing skills (both technical and non-technical staff).
- Detailed knowledge of the software documentation process, including interpreting software specifications, writing, editing and indexing.
- Ability to integrate text and graphics to create professional-looking page layouts.
- Skilled in creating Online Help files— WinHelp, WebHelp, JavaHelp, OracleHelp.
- Extensive web application, web design and web content experience.
- An independent, self-starter who is able to meet tight deadlines.
- Above average English written and verbal communication skills.
- Technical Writing Diploma - Humber College

Technical Skills

Systems	Windows (98, 2000, XP), NT Workstation and Server, Unix
Languages	HTML, XML
Software	Adobe Framemaker, MS Office, Robohelp and RoboHTML, Quadralay Webworks, Adobe Acrobat, Adobe Photoshop, Visio, Macromedia Dreamweaver (HTML), Demoshield
Hardware	PCs, Network Cards, Fax Cards, IBM Mainframe, HP UNIX Server, Firewalls, RAID Disk Arrays, Telephony devices, Cisco Routers, Hubs, Modems
Networking	LAN and WAN Architecture, Protocols (TCP/IP, IPX, SNMP, SMTP, x.25), VPN, PSTN, FTP

Recent Technical Writing Contracts

ASKK Technologies - Bolton, Ontario - February 02 – March 03

Designed and wrote the following documentation for ASKK Technologies, a company that specializes in creating software for the Transportation industry.

- *Getting Started Guide*: Showed users how to setup and navigate within the TEDS software application.
- *Booking and Dispatching Guide*: Provided step-by-step instructions on how to book and dispatch loads.
- *Invoicing Guide*: Described how to use the Accounting module to invoice customers.
- *Training Tutorials*: Provided step-by-step instructions on how to use each TEDS module.

ADP Canada - Mississauga, Ontario - October 01 - December 01

Designed and wrote the following documentation for ADP Canada, a company that provides a variety of payroll services.

- *PaySpecialist Third Party Interface User Guide*: Showed users how to import HR data into the PaySpecialist software.
- *Online Help*: Designed and created a Windows online help file for the PaySpecialist application.

Insystems Technologies - Newmarket, Ontario July 01 - October 01

Designed and wrote the following documentation for Insystems Technologies, a software development company specializing in management solutions for the financial services industry.

- *Calligo E-Delivery Software Technical Guide*: Designed to assist software programmers in integrating E-Delivery XML and MQSeries components into their financial applications.
- *Calligo E-Delivery Software Administrator's Guide*: Provided step-by-step operating instructions showing Network Administrators how to run and monitor E-Delivery.

Trans Union of Canada - Hamilton, Ontario - March 01 - July 01

Designed and wrote the following documentation for Trans Union of Canada, a provider of credit information services to corporations.

- *Database Management Guide*: Provided a detailed description of the Data Centre's database architecture, change management procedures and purging guidelines.
- *Data Centre System Guides*: A set of guides that described each of the HP and IBM mainframe systems used to process online and batch credit inquiries.
- *Network Architecture Guide*: Contained a description of the local and wide-area network architecture, including process flow charts and diagrams. Also provided a detailed description of the TCP/IP protocols used on both the LAN and WAN (TCP, IP, FTP, SMTP, x.25).
- *Network Telecommunications Guide*: Described the procedures used to start, configure, monitor and shutdown access devices (routers and modems) on the remote network servers.
- *Network Inventory Guide*: Provided brief descriptions for each LAN and WAN network device HP UNIX Server, Firewalls, RAID Disk Arrays, Telephony devices, Cisco Routers, Hubs, Modems.

Thomas Cook - Toronto, Ontario - January 01 - March 01

Designed and wrote the following e-commerce software documentation for Thomas Cook, a major travel and foreign exchange provider.

- *Virtual Trading Desk Software User Guide*: Provided detailed instructions on how to use the software to obtain foreign exchange quotations, and buy and sell wires and drafts.
- *Online Help*: Designed and created a HTML-based online help file for the software.

AXXent Communications - Toronto, Ontario - October 00 - December 00

Designed and wrote the following documentation for the IT department of AXXent Communications, a leading telephone exchange company offering voice, data and internet services.

- *Retail Billing Process and Procedures Guide*: Described the procedures used by the IT department to retrieve, bill and invoice customer Call Detail Records.
- *Flowcharts*: Created a detailed set of flowcharts outlining the billing and invoicing process.

Nortel Networks - Toronto, Ontario September 99 - August 00

Designed and wrote the following documentation for Nortel Networks, a leading network solution company.

- *Remote Office 9110 and 9115 Installation and Administration Guide* : Showed users how to install and configure the Remote Office 9110 and 9115 telephony devices. The devices were installed in a PC and used IP broadband to provide voice connections between home offices and headquarters.
- *Remote Office 9150 Installation and Administration Guide* : Showed users how to install and configure the Remote Office 9150 telephony device. The device was a stand-alone unit designed to use the IP WAN and VPN or PSTN networks to carry voice between remote offices and headquarters.
- *Remote Office 9150 Computer Based Training Course*: A Web Based Training (WBT) course designed to show users how to perform the initial configuration for the Remote Office 9150.

Bank of Montreal - June 1999 to August 1999

Designed and wrote the following e-commerce software documentation for the Bank of Montreal, a major banking institution.

- *Details Online Administrator User Guide* - Showed users how to view, edit, and print their corporate MasterCard point of sale transactions.
- *On-line Help*: Designed and created a HTML-based online help file for the software.

Canada Trust Ltd. - Toronto, Ontario - January 1999 to April 1999

Designed and wrote the following documentation for Canada Trust, a financial services company.

- *Year 2000 Business Resumption Plan (BRP)* - A 150 page plan detailing the mitigation and contingency procedures to be followed in the event a Y2K systems failure should occur in the Cheque Settlement and Clearing business unit.

Loyalty Group - Toronto, Ontario - July 1998 to November 1998

Designed and wrote the following documentation for Loyalty Group Limited, a company that distributes and manages Air Miles Reward Miles.

- *Air Miles Incentives Guide* - a 100 page guide for end users of Air Miles Incentives, a software application that allows businesses and employers to track Air Miles issued.
- *On-line Help* - Created an on-line help file for Air Miles Incentives using Robohelp Help Authoring System.

Manulife Financial - Toronto, Ontario - September 1996 to June 1998

Designed and wrote the following documentation for Manulife Financial, an international Insurance company.

- *Participant Data Transfer User Guide* - a 250 page guide for end users of Participant Data Transfer, a software application that allows clients to send their pension contributions electronically to Manulife Financial.
- *Participant Data Manager User Guide* - a 100 page guide for end users of Participant Data Manager, a software application that allows clients to create electronic contributions.
- *TPA Workbench User Guide* - a 75 page guide for end users of TPA Workbench, a software application that allows Third Party Administrators to send their client's pension contributions electronically to Manulife Financial.
- *ManuMerge User Guides* - a series of guides used by clients of Manulife to create contributions using their Payroll Software.
- *On-line Help* - Created an on-line help file for each of the above guides using Robohelp Help Authoring System.

Other Technical Writing Contracts

In addition to the previous contracts, I also wrote a variety of technical documentation for the companies shown below:

Westwood and Best - Mississauga, Ontario - September 1995 to August 1996

- User Guides and On-line Help files showing manufacturing professionals how to use the *PAMS* software to track goods and inventory items through the manufacturing process.

Aironet Canada - April 1994 - August 1995

- User Guides describing the installation, configuration and operating procedures for the following Access Points: *ARLAN 630 Ethernet*, *ARLAN 632 LocalTalk* and *ARLAN 640 Ethernet*.

Molson Breweries - April 1993 to April 1994

- Technical Reference Guide describing the LAN and WAN hardware and software configurations, and a Field Operations Guide to show employees how to access and use the network.

HR Tech - May 1992 to March 1993

- User and Getting Started Guides showing personnel professionals how to use the *Super HR*, *Super Write*, and *Applicant Tracking* software applications.