

Résumé — John Pitt

Personal details

Full name	John Anthony Pitt
Nationality	Australian
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Academic qualifications	Longerenong Diploma of Agriculture Graduate Diploma in Extension
Professional recognition	WebWorks ePublisher MVP (most valued professional), one of only three in the world.

Work history

18 June 2007 to 24 April 2009	<i>Technical Writer/consultant, MYOB Australia, 383 Kent St, Sydney</i> I was employed with dual roles — as a technical writer and as a single-sourcing consultant — in the Professional Development division of MYOB. I also trained and retrained writing staff in best-practice use of Adobe FrameMaker and WebWorks ePublisher. My first major role was to look at the way that technical communications staff were producing documentation and propose ways to make them more efficient using single-sourcing methodology. I proposed that they change from using a mixture of Word, Robohelp and FrameMaker, and switch to a combination of FrameMaker and WebWorks ePublisher. I then helped produce an implementation plan, and researched and designed changeover techniques and strategies. I developed a master template for three types of help plus PDF, which replaced the many ad hoc formats used before. The division now has a true single-sourcing system for all user documents, and all documents comply with the MYOB corporate standard.
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Once the single-sourcing project was in place, I spent most of my time converting legacy RoboHelp projects to FrameMaker and rewriting them for output as both help files and PDF manuals. I also helped produce best-practice documentation for the others to follow when converting, writing and maintaining projects.

14 December 2008 to early March 2009, and continuing
Technical Writer/consultant, CoastSafe project, Surf Life Saving Australia
 Following the success of SurfGuard (see below), I was asked to quote for the major conversion of the *SLSA CoastSafe Guidelines* to a new layout, and design and produce a WebWorks Help 5.0 online help system. This was a major undertaking for a part-time project. It involved converting and completely reformatting the 560 page Word file to FrameMaker before converting it to help and PDF versions.

It is now on the CoastSafe and SLSA websites. I also maintain this document set when it is updated and re-released.

30 July to 17 October 2008 and continuing
Technical Writer/consultant, SurfGuard project, Surf Life Saving Australia
 I submitted and won a quote to put the SLSA's *SurfGuard User Guide* online, in my spare time. I converted it to FrameMaker from Word, reformatted the text and produced a WebWorks Help 5.0 help file. It plus an accompanying PDF version is now resident on the main SLSA website, and used by all members of the organisation who access the SurfGuard software.

I have produced two updates since, and will produce more, as required. I would also like to rewrite the text, should that opportunity arise

28 March 2007 to 12 December 2008 and continuing
Technical Writer (contractor), Mastersoft Systems (formerly MSI Business Systems)
 Updated the Harmony Administration Guide and wrote a new Harmony User Guide and online Help (see *31 July to 25 August 2006 and continuing* for more details about Mastersoft).

I am called back every few months to update and add to this and Mastersoft's other product documentation.

13 November 2006 to 2 February 2007
Technical Writer (contractor), Redfern Broadband Networks Inc., North Sydney
 RBNI designs and builds web servers and ancillary equipment. Their existing FrameMaker documentation set had not been updated for several years, and it included products that no longer existed. This documentation also required advanced FrameMaker skills for even simple edits and updates.

My task was to update, edit, delete and simplify the text and graphics as appropriate, and to produce review copies (using Acrobat's file review). This was completed in tandem with work at Alcatel-Lucent. When the reviews were returned, I made any changes necessary and compiled WebWorks Help files for each.

6 November to 14 December 2006
Technical Writer (contractor), Alcatel-Lucent Intelligent Networks, Alexandria
 Working from specifications, I wrote a User Guide for a new Alcatel-Lucent/AAPT platform. I also helped the documentation manager with some FrameMaker, WebWorks Publisher and Acrobat issues.

31 July to 25 August 2006 and continuing
Technical Writer (contractor), MasterSoft Systems (formerly MSI Business Systems)
 I wrote a User Guide and Help system for their new web-based product, Harmony, a Java-based name and address cleansing system.

- 5 June 2006 to 12 September 2006 *Technical Writer (contractor), Citect Pty Ltd*
 Citect, part of the multinational Schneider group produces industrial production software for industries throughout the world.
 I worked part-time (in tandem with DistrA), to produce on-line Help files for Citect's new Meta product. Meta is a browser-based package that allows users to enter and compare their organisation's Key Performance Indicators with other parts of their organisation and with their industry peers.
 All work was done in Adobe FrameMaker 7.1, Acrobat 6 and WebWorks ePublisher Professional 9.2.
- 1 November 2005 to December 2006 *Technical Writer (contractor), DistrA Pty Ltd*
 DistrA is a start-up company that produces a remarkably resilient software communications "switch" for use by financial institutions and telcos worldwide.
 I developed a full documentation suite covering all facets of the software from its architecture and components through to user guides. All 20 documents are available in both PDF and WebWorks Help 5 formats.
 I was called back every month or so for a few days to update documentation as required. DistrA finally decided to take on a full-time technical writer.
- 12 to 15 October 2005 *Technical Writer (contractor), MasterSoft Systems (formerly MSI Business Systems)*
 As part of an annual agreement, I updated their 2006 NADIS Post software installation guides, user manuals and help files for release at the end of 2005.
- 11 July to 2 September 2005 *Technical Writer (contractor), MXL Limited*
 MXL produces business and education software for schools, universities and other educational establishments. I wrote the user manual and help file for their new SchoolMate teaching software, which has just been released for Australia and New Zealand.
- August 2004 to 14 June 2005 *Technical Writer (contractor), Wilcom Pty Ltd*
 I alternated between Wilcom and MSI (see *September 2004 to 22 January 2005*), until the MSI work was completed.
 I wrote the user documentation for a new Movex ERP system as it was installed for the Pongrass group of companies.
 I also completed the documentation for a new product for Wilcom-Tecos, a Belgian subsidiary of Wilcom/Pongrass. It included a user guide written in FrameMaker that was output in both paper and PDF format, and an online Help system converted using WebWorks Publisher.
- September 2004 to 22 January 2005 *Technical Writer (contractor), MSI Business Solutions*
 I produced FrameMaker and WebWorks Publisher-produced manuals/release notes/help files for new and updated products that were released at various times during the period. I also updated two HDK help files that had never been converted to FrameMaker.
- June to July 2004 *Technical Writer (contractor), Alcatel Intelligent Networks*
 Alcatel IN produces software that runs intelligent phone networks for clients such as Telstra and Vodaphone.

I was contracted to update the user manuals for the latest versions of the IN-Smart and IN-Control software produced for Telstra. The manuals for both products were completed to client-review stage within the 4 week target. I also produced a proof-of-concept JavaHelp fileset from the IN-Control manual using FrameMaker and WebWorks Publisher.

- July to October 2001, July 2003, November 2003 to February 2004 and continuing
Technical Writer (contractor), MSI Business Solutions
 MSI produce excellent software for corporations and government bodies with very large sets of customer names, lists and addresses. The software, which runs on Solaris, Windows and IBM MVS & CICS, uses sophisticated logic to clean improperly entered data and add missing data.
 I initially amended all of the main technical reference manuals for single-source output as paper, PDF and on-line WebWorks Help, and added new sections. I also updated the installation manuals, and wrote a new manual for the Windows front end for output as PDF and WinHelp.
 In July 2003, I wrote a manual and Help system for a new Java rapid address product. I finalised a revision of that plus documentation for the annual release of two other products in late 2003 to February 2004.
- February 2002 (to September 2004)
Support Consultant, WebWorks Publisher, Quadralay Corporation, Austin, Texas
 Quadralay make WebWorks Publisher, the high-level conversion tool used to convert FrameMaker documents to various Help and other on-line formats.
 I provided technical solutions over the internet for users' problems that could not be solved by Quadralay's internal staff. I also provided specialised information for converting Japanese and other double-byte languages.
- August 2002 to July 2004
Part-time Trainer/consultant, Allette Systems
 Allette, the major vendor of FrameMaker and WebWorks Publisher in Australia, employ me to train new FrameMaker and WebWorks Publisher users in those products as required.
- March 2002, October 2002, September–October 2003
Technical Writer (contractor), Palion Pty Ltd
 Palion was a small, boutique software company that produced specialised products for local and overseas stock exchanges and brokerage houses.
 I originally converted their Word-based Help files, and demonstrated the advantages of single-sourcing, using FrameMaker, WebWorks Publisher and Acrobat (they previously provided only WinHelp — no paper or on-line manuals).
 I regularly updated the Help projects for new software releases, and produced Help files for new products.
- March, April, June–July 2003 (and continuing)
Technical Writer (contractor), ResMed
 ResMed design and produce sleep apnoea treatment devices for the world market.
 I developed and refined FrameMaker templates to meet ResMed's changed corporate documentation guidelines, and applied them to existing multilingual manuals for output as Acrobat PDFs.

- April 2000 to June 2001 *Technical Writer (contractor), Wilcom Pty Ltd*
 I was asked back to Wilcom to design and build context-sensitivity into their Windows Help, which is single-sourced from very complex FrameMaker user manuals (see *July 1998 to November 99*) using WebWorks Publisher. The initial one-month contract was extended many times.
- A large part of my time at Wilcom was spent designing and problem-solving FrameMaker conversions to WinHelp, HTML Help, XML and HTML using WebWorks Publisher.
- I also wrote manuals for four new products, and produced paper, PDF and context-sensitive WinHelp output for all products. I also translated the HDK Help system of another product to FrameMaker for output as paper, PDF and MS HTML Help.
- During the full software release, we produced about 370 documents, including 28 OEM and language versions of the 900 page user manual. I produced about 80 Help files for the same release, single-sourced from the manuals.
- February 2000 to March 2000 *Technical Writer (contractor), Fujitsu Australia Software Technology*
 I was one of four technical writers working on complex developer documentation for Fujitsu's middleware software. The work was almost all done on Word documents, translated from Japanese, although the original aim was to convert to FrameMaker.
- November 99 to February 2000 *Technical Writer (contractor), Telstra Intelligent Network Platforms (TINP)*
 I set up and coordinated the documentation for a new Telstra e-commerce project. I converted some existing Word project documents to PDF, and the rest were converted to FrameMaker, re-written and converted to HTML.
- July 1998 to November 99 *Technical Writer (contractor), Wilcom Pty Ltd*
 Wilcom writes CAD-CAM software to make commercial and home embroidery, carpets and rugs for its own brands and several OEMs. Software and documentation is produced in 14 languages, including Chinese, Japanese and Korean.
- My initial three-month contract was extended five times to train staff in advanced FrameMaker skills; to evaluate and introduce single-sourcing add-ons to FrameMaker; to evaluate and introduce a translation memory system; to design new user manual styles and formats; and to write and produce new user manuals.
- I introduced WebWorks Publisher early in 1999, and produced all WinHelp and HTML files for all languages and OEMs from single-source FrameMaker documents.
- Following my evaluation and recommendation, Wilcom bought the Star Transit translation memory system. Once this was set up, a single English master became the source for all languages and OEM variants for each document. Wilcom now has a true single-sourced documentation system.
- March 1997 to July 1998 *Technical Writer (contractor), Telstra Intelligent Network Platforms*
 I wrote, edited and formatted all user manuals and project proposals for the SCANTS telephone network platform; and ensured that documents complied with AS9000 standards. Most work was done in FrameMaker 5.1 and 5.5 on SPARC workstations.

There were three concurrent versions of SCANTS, each requiring about 3000 pages of cross-referenced manuals. I produced all in paper, Acrobat and HTML formats, and frequently converted sections to MS-Word format for distribution over the general Telstra network.

I re-drew hundreds of complex flowcharts in the manuals, and added another 80, using Visual Thought.

- March 1991 to
March 1997 *Documentation Manager, Ceedata (now part of MYOB) professional accountancy software*
I managed and coordinated the writing, design and production of all user documentation (user manuals, training manuals, release notes, installation guides, Help files, on-line manuals, urgent information sheets, keyboard templates). This was about 3000 printed pages per year.
- I also trained and coordinated the work of a training course writer and three general technical writers, designed all training and user documentation, and specified and ordered all printing.
- July 1990 to
February 1991 *Production Manager, McLaren Publications*
McLaren was a small, high-technology publisher which specialised in producing complex user manuals for industry and the military.
- I coordinated the activities of the six permanent writers and illustrators and four casual technical writers. I was responsible for quality and cost control, and for meeting budget and deadlines.
- August 1985 to
July 1990 *Principal Publications Officer, NSW Agriculture & Fisheries*
I managed the writing, editing, design, production and marketing of all books, brochures, leaflets, posters and displays. My staff of writers, editors, journalists and photographers was the best in the public service, and we won several display and publications awards.
- June 1984 to
November 1985 *Editor, Journal of the Australian Institute of Agricultural Science*
I was employed part-time by the Institute to bring their research journal back on schedule, which I achieved. It was 18 months behind schedule when I started.
- I managed all pre-press stages — refereeing, approval, editing and mark-up for typesetting — and wrote an editorial and many of the book reviews for each issue. I also maintained the Journal's scientific and literary standards to the full satisfaction of the Institute.
- October 1980 to
August 1985 *Scientific Editor, Department of Agriculture, Sydney*
I managed the refereeing, approval, editing, typesetting and production of research papers. I also compiled, edited and produced the Department's Annual Report and other prestige full-colour publications.
- January 1975 to
October 1980 *Group Extension Officer, Department of Agriculture, Dubbo*
I organised and supported rural self-help groups throughout western NSW; and wrote and produced two radio programs and several newsletters aimed at these groups.

May 1965 to November 1973 *Rural Development Officer, Dept of Agriculture, Stock & Fisheries, Papua New Guinea*
 I was located in some of the most primitive parts of Papua New Guinea for nine years. I helped improve the subsistence and economic agricultural practices of the local community in the lead-up to independence.

Computing skills

Windows 95, 98, NT 4, 2000 & XP *Expert skills:* FrameMaker 3 to 8; WebWorks Publisher 4 to ePublisher Professional 9; IXgen; single source production of paper books, on-line PDF, XML, HTML, HTML Help, WebWorks Help, JavaHelp and WinHelp files in most European and double-byte Asian languages; DocuTech to produce books and leaflets; Acrobat 3 to 8; converting FrameMaker documents to and from other formats; Paint Shop Pro; Snagit 6 to 9.

Other: Macromedia Dreamweaver MX 2004; HDK; Adobe GoLive 5.0; mif2go; Adobe Illustrator; RoboHelp; Excel; PowerPoint; desktop scanners.

Solaris UNIX *Expert skills:* FrameMaker 4, 5 and 5.5; Visual Thought; Adobe Acrobat Exchange, Distiller and Catalog; OCE plotters; converting Frame documents to and from other formats.

Other: Illustrator; PhotoShop; desktop scanners; producing and manipulating HTML.

Referees

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