

JENNIFER PATON SMITH

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TECHNICAL WRITER (CONTRACT)

EDUCATION

M.A.,
PHILOSOPHY

University of Toronto

1986-1987

B.A. (HONOURS)
PHILOSOPHY AND POLITICAL
SCIENCE

University of Toronto

1982-1986

KEY SKILLS

Information architect: Designing documentation sets, using single-sourcing strategies where possible.

Single-sourcing expert: Using a single source to create multiple deliverables for different groups of users, multiple products based on a common technology and context-sensitive online help/PDF.

Usability watchdog: Extensive experience in usability, user-interface design and standardizing product terminology.

Editorial expert: Creating procedural and style guidelines for documentation groups.

Managerial experience: Documentation team leader and acting manager at Mercury Interactive (now HP Enterprise). Managed writers and editors on project at Edusoft.

EXECUTIVE SUMMARY

I am a versatile senior technical writer with extensive experience documenting many types of software for varied audiences.

EXPERIENCE

VP USER SERVICES

Sericon Technology Inc., Toronto, CANADA / 2004 – present

This is my own company with its own products. I also use this company for my technical-writing contracts.

- Develop user guides and online product documentation.
- Create corporate Web sites and blog posts and write technical and non-technical white papers.

TECHNICAL WRITER (CONTRACT)

Clay Tablet Technologies (a Lionbridge company), Toronto, CANADA / 2013 – present

- Sole writer documenting installation, configuration, and usage of translation-management software. I also create developer documentation for Java and .NET SDKs and a REST API.
- Develop installation and configuration guides, user guides, developer guides, online help portal, release notes, knowledge-base articles.

TECHNICAL WRITER (MULTIPLE CONTRACTS)

Adamax Consulting, Thornhill, CANADA / 2008, 2010, 2012-2013

- Sole writer on the CME ConfirmHub Web site, documenting Web application for confirming trades in the energy sector.
- Developed QuickStart Guide, User Guide, Administrator Guide, Technical Guide, XML Schema Reference, API Reference, Migration Quick Reference, Implementation Guide, and other specialized guides.

TECHNICAL WRITER (MULTIPLE CONTRACTS)

EmployTouch (now part of Ultimate Software), Toronto, CANADA / 2012, 2013

- Documented workforce-management time-and-attendance application, including tablet application, host (Web server) application, XML configuration, and hardware installation.
- Developed and updated Field Installation Guide, Configuration and Deployment Guide, Host Administrator Guide, and three single-sourced user guides.

TOOLS

Authoring: Adobe FrameMaker and Microsoft Word.

Publishing: MadCap Flare and Lingo, Adobe Acrobat, RoboHELP, and Quadralaly WebWorks Publisher and ePublisher Pro.

Graphics: Corel Paint Shop Pro, TechSmith SnagIt and Microsoft Visio.

Web: WordPress, Confluence and Joomla!.

AWARDS

AWARD OF MERIT

DigitalToGo User's Guide, created for Sericon Technology Inc.
2006 – STC Toronto chapter

TOP 50 SOFTWARE TITLES FOR CHILDREN

Editor and scriptwriter for Edunetics Go West!, a multimedia, software adventure
1996 – Newsweek magazine

SOCIETY FOR TECHNICAL COMMUNICATION (STC), SENIOR MEMBER

Administrative council member; education manager; hospitality manager; socials manager.
2005-2010 – Toronto chapter

Administrative council member; advertising manager, i-contact (chapter newsletter).
1996-2000 – Israel chapter

EXPERIENCE - CONTINUED -

TECHNICAL WRITER (CONTRACT)

Alpha Group (now TSX Alpha Exchange, part of TMX), Toronto, CANADA / 2012

- Documented non-functional infrastructure requirements for a stock exchange.

SENIOR TECHNICAL WRITER (MULTIPLE CONTRACTS)

Qualicom Innovations Inc. (BMO Financial Group), Toronto, CANADA / 2005-2006, 2008-2012

- Sole technical writer for Online Banking for Business and Mobile Banking for Business. Developed single-source user guides and context-sensitive online and mobile help systems for different audiences for the bank's flagship Web portal for commercial, corporate, and institutional clients.
- Sole technical writer for Online Safekeeping. Developed single-source technical guides, user guides and context-sensitive online help systems for different audiences for a Web application for securities safekeeping.
- Managed translation process.
- Created requirement, user-interface specification and business process documents.

SENIOR TECHNICAL WRITER (CONTRACT)

Workbrain/Infor, Toronto, CANADA / 2006-2007

- Developed single-sourced documentation set, including context-sensitive online help, for an enterprise Web application.

SENIOR INFORMATION DEVELOPER

Platform Computing Corp. (now part of IBM), Markham, CANADA / 2003-2005

- Developed installation guides, tutorials, administrator guides, user guides, online help systems and readme files for a series of new products.

TEAM LEADER, SENIOR TECHNICAL WRITER

Mercury Interactive Corp. (now HP Enterprise), Yehud, ISRAEL / 1997-2002

- Wrote installation guides, tutorials, user guides, customization guides, technical reference guides, readme files, release notes and FAQs for WinRunner, QuickTest Professional and Astra QuickTest.

TECHNICAL COMMUNICATOR

LOGAL Educational Software and Systems Ltd. (now Houghton Mifflin Harcourt Learning Technology), Tel Aviv, ISRAEL / 1996-1997

- Prepared online user guides and context-sensitive help for high-school and university-level math and economics simulations.

MANAGING EDITOR

EDUsoft Ltd. (now part of Houghton Mifflin Harcourt), Tel Aviv, ISRAEL / 1995-1996

- Edited scripts for a multimedia, educational software program teaching English as a foreign language to hotel employees.