



Richard Raymond Whitbread

Senior Technical Writer

Profile

Richard is a Senior Technical Writer with extensive expertise in the design, creation, review, editing and maintenance of system, end user, training, IT infrastructure, business analysis, and system implementation documentation. Richard also has extensive experience in business process/policy documentation.

Richard is an expert in the use of the Microsoft Office, Adobe FrameMaker, Adobe Acrobat, WordPerfect documentation suites, and fully versed in the use Visio, Core, AutoCAD and Photoshop graphic production suites. Throughout Richard's twenty-one year career in the technical writing field, he has created published material for such clients as General Electric Intelligent Platforms (GEIP), the Communications Security Establishment (CSE), Canadian International Development Agency (CIDA), Canada Revenue Agency (CRA), Health Canada (HC), Statistics Canada (SC), Public Works and Government Services Canada (PWGSC), the Department of National Defense (DND) and Transport Canada (TC).

Richard is often engaged to perform detailed reviews of existing documentation policies, procedures and standards in place at the client's site and create sound documentation systems procedures and standards including documentation template development and style guide development. He is very adept at determining all documentation requirements, gathering content from various sources, creating documentation project management plans and methodologies, and in developing and editing the copy and artwork content required to produce his deliverables.

As a senior technical writer, Richard also held the of documentation project manager for several clients and projects, including General Electric's Intelligent Platforms, CRA and DND. In this role, Richard was responsible for documentation project management, template creation, and writing style guide development.

Richard possesses excellent communication, interpersonal skills, Subject Matter Expert (SME) interviewing, writing, oral communication skills, is detailed oriented, and can present his subject matter in a comprehensive and efficient manner. Richard works well both as a team member and as an independent contributor.

Richard has also worked with software development teams in various roles including senior technical writer and systems analyst for Statistics Canada, DND, Nortel Networks, Cognicase, and General Electric.

Security Clearance

- Secret, Level II, File number: 95806869; Expires: 20 January, 2023

Languages

- English (written, comprehension, spoken)

Education

- Humber College, Technical Writing Certificate, ongoing (Part-Time)
- **Curriculum:** Quality and Production; HTML: Introduction; Principles of Project Management for Technical Writers; Technical Editing; Technical Writing: Introduction; Adobe FrameMaker: Basics; Print and Online Design; Creating Video Demonstrations
- **Completed Modules:** Principles of Project Management for Technical Writers
- Praxis Training, Microcomputer Programming, 1990-1991
- **Curriculum:** Introduction to Programming; Introduction To Windows Programming; Structured Programming Techniques; Network Installation And Administration; Clipper Introduction To UNIX; Novell Netware 3.11; C, C++

Certifications

- Information Technology Infrastructure Library (ITIL) Foundations Certificate

Work Experience

Ottawa Technical Writing and Imaging Inc.

January 2013 to Present (12 Months)

Project Description

Mr. Whitbread currently owns and operates a successful documentation consulting business serving a wide variety of both private and government clientele the Canada Revenue Agency, and the Canadian Air Transport Security Authority.

Achievements

Richard's duties vary for each client, but center around the creation and production of internal technical documentation, customer facing documentation, training guides, business analysis reports, service catalogs, system, user, administration manuals, and other communication related copy.

Clients

Canadian Air Transport Security Agency (CATSA)

Project Management Office(PMO) (October 2013 – Present)

Project Description

At CATSA Richard was tasked with producing the CATSA Management Framework feasibility report, and for upgrading several PMO process and procedure documents.

Role Description

Richard's direct roles included writing, reviewing and editing content, creating and editing artwork (including block diagrams and process diagrams) and document template design.

- Confer with stakeholders, to establish technical specifications and to determine subject material to be developed;
- Gather content and organize material according to set standards regarding style, and terminology;

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- Work with Subject Matter Experts (SME) and stakeholders to obtain documentation content;
 - Review materials and recommend revisions or changes in scope, format, and content; and
 - Create, select and edit graphics including (block diagrams, process diagrams), and charts to illustrate material

Canadian Revenue Agency

Electronic and Print Media Directorate (EPMD)

January 2013 to September 2013

Project Description

At EPMD Richard was tasked with producing a catalog outlining the directorate's publishing services.

Role Description

Richard's direct roles included writing, reviewing and editing content, creating and editing artwork (including block diagrams and board schematic drawings), template design and PowerPoint presentation preparation. Richard obtained the content for the catalog by reviewing existing documentation and interviewing subject matter experts. The final catalog was produced using Microsoft Office, Microsoft Visio, Corel Draw, Photoshop, and Adobe Acrobat.

The following summarizes the key tasks Mr. Whitbread performed:

- Confer with stakeholders, to establish technical specifications and to determine subject material to be developed;
- Gather content and organize material according to set standards regarding style, and terminology;
- Work with Subject Matter Experts (SME) and stakeholders to obtain documentation content;
- Review materials and recommend revisions or changes in scope, format, and content; and
- Create, select and edit graphics including (block diagrams, process diagrams), and charts to illustrate material.

General Electric Intelligent Platforms

Senior Technical Writer

February 2007 – December 2012 (71 months)

Project Description

While employed by General Electric Intelligent Platforms (GEIP), Richard was responsible for producing all customer-facing documentation for the GEIP's local Ottawa research and development team. GE-IP Ottawa operations focused primarily on acoustic and software defined radio sensor processing products and real time video compression and transmission products.

Role Description

Richard produced several types of manuals for these products including; Software Development Kit User's Manuals, Hardware and FPGA Development Kit User's Manuals, Hardware Operating Manuals, Product Technical Notes and Product Marketing Briefs and technical whitepapers.

The following summarizes the key tasks Mr. Whitbread performed:

- Wrote, reviewed and edited content ensuring content that was relevant and written with consistent terminology, and correct spelling and grammar, and providing a professional final product;

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- Created and edited artwork (including block diagrams, process diagrams and board schematic drawings), template design, and product photography;
 - Obtained content for all customer manuals by reviewing design documentation, interviewing product engineers, software engineers, and SME, interpreting software code, and hardware schematic drawings;
 - Checked out source code, modified code comments and returned code files to the CVS Repository
 - Produced all final content using Microsoft Office, Doxygen, CVS, Corel Draw, AutoCAD, Photoshop, Adobe Acrobat, and Dreamweaver suites; and
 - Involved as part of the GEIP Tech Authors Group, in assessing the audience and creating customer orientated documentation templates, and writing style guides for technical documentation used within the division.

Ottawa Technical Communications Inc.

President/Senior Technical Writer

January 2002 – February 2007 (62 months)

Project Description

For five years, Richard owned and operated a successful documentation consulting business serving a wide variety of both private and government clientele including; the Canada Revenue Agency, Innovapost Incorporated, Nortel Networks, Industry Canada, Public Works and Government Services Canada, Health Canada and the Department of National Defense.

Role Description

His duties varied for each client, but centered around the creation and production of internal technical documentation, customer facing documentation, training guides, public and classified reports, business analysis reports and system user and administration manuals, project management reports and other communication related copy.

Richard's primary clients were the Department of National Defense Canada, where he worked as a technical writer and training coordinator for the DND NOS project management office and Public Works and Government Services Canada where he worked as a technical writer for the Records Documents and Information Management System (RDIMS)

As each client used different authoring toolsets, Richard was required to learn and adapt to different software tools and methodologies in order to create his deliverables. Richard also developed style guides and templates for his clients; many of which are still in use today.

The following summarizes the key tasks Mr. Whitbread performed as a technical writer. While the work and output for each client was slightly different his main tasks and duties remained the same:

- Analyzed the situation and the needs of the current proposed writing project;
- Created and edited documentation and produced content that was relevant to the audience and outline complex concepts and processes;
- Researched and endeavored to understand the needs of the audience, performed audience analysis;
- Read available documentation and discussed topic with SMEs;
- Designed documents to increase usability; and

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- Developed Style Guides and templates.

Cognicase Incorporated

Senior Technical Writer

December 1998 – November 2001 (36 months)

Project Description

Richard was tasked on projects for a wide range of clients including, the Communications Security Establishment, Statistics Canada, Canada Customs and Revenue Agency, Canadian International Development Agency the Bank of Canada and, Newbridge (Alcatel) Networks.

Richard duties varied greatly throughout his three-year tenure with Cognicase, and included Enterprise System Management (ESM) software development and implementation, technical writing, business and proposal writing, and network analysis.

Role Description

On many occasions, Richard was responsible for the complete end-to-end production of various project's management, system design, implementation, end user guides, and custom software and Perl scripts. Richard was also the key contributor in establishing the Information Technology Infrastructure Team's (ITIS) documentation policies, processes, standards, style guide and templates.

In addition to his client related responsibilities, Richard also worked with the Ottawa branch's bid response team. As part of this team, Richard reviewed, edited, and created copy for several of Request for Proposal (RFP) response bids, reviewed and interpreted various government RFP solicitations.

The following summarizes the key tasks Mr. Whitbread performed:

- Analyzed, reviewed and edited existing documentation, conduct subject matter interviews, correlate data gathered from these various sources, create and edit copy to produce deliverables;
- Used many different toolsets including Microsoft Office, WordPerfect, Microsoft Visio, Corel Draw, Lotus Notes, Adobe Acrobat and Adobe FrameMaker;
- Drafted initial documents based on research and information gathering;
- Provided drafts to subject matter experts for review and sign-off;
- Prepared final copies and submitted to the stakeholders for review and input; and
- Edited final copies based on comments received and submitted for final copy.

Nortel Networks Incorporated

Software Designer/Senior Technical Writer

November 1996 – October 1998 (24 months)

Project Description

While a member of the Customer Access Solutions Team (CAST) software development team Richard's duties ranged from programmer, to Senior Technical Writer to field application trainer. Richard also tested and documented the team's product, the Universal Access Tool (UAT), and in his capacity as the technical

writer created, reviewed and edited various documents. Richard performed the user definitions/requirements analysis and wrote/maintained the UAT's Operator's Manual, and System Administration Manual.

Role Description

As the training coordinator for the UAT team, Richard designed and developed all training material, managed, and conducted end user training sessions. Richard was also the department's Quality Assurance prime and as such developed and implemented the department's test matrices and ISO quality process documentation.

The following summarizes the key tasks Mr. Whitbread performed:

- Worked with the Program Manager and Project Leader, Richard was also responsible for the teams ISO business processing, and policy definitions, business process and documentation;
- Conducted research activities in order to ensure that processes being documented were accurate;
- Drafted initial procedures documents based on input from subject matter experts;
- Provided initial procedures and follow-up drafts to subject matter experts for review and sign-off;
- Edited and reviewed final copies to ensure consistent terminology and correct spelling and grammar;
- Designed and developed all training material, managed, and conducted end user training sessions
- Researched subjects to develop training material and generated documentation that had content applicable and appropriate for the audience
- Documented custom software and Perl scripts

Department of National Defence

Programmer/Network Administration Specialist/Technical Writer

January 1992 – October 1996 (58 months)

Project / Role Description

As a member of National Defence Headquarters civilian IT personnel, Richard held roles in technical writing, software programming, database administration, desktop technical support and network administration.

The following summarizes the key tasks Mr. Whitbread performed as a Technical Writer:

- Developed and documented database applications in x-Base and C languages
- Managed software and documentation projects in accordance with the SDLC (small application variant)
- Determined documentation priorities and timelines;
- Gathered information from multiple sources concerning the features and functions to be documented and validated it through direct use and discussion with SMEs;
- Determined audience needs and drafted relevant and suitable content;
- Mapped Table of Contents for User Guides, Training Manual, Architectural Design, Operational Procedures and Test Reports;
- Submitted final content of each product for review by various stakeholders and sign-off by senior management;
- Worked with the programmers and developers to ensure the content was up-to-date, accurate and useful; and

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- Walked through the document updates with the programmers and made any revisions suggested by the participants in the walkthrough.

Professional Development and Training

- Information Technology Infrastructure Library (ITIL) Foundations (Version 1) Certificate
- Certified Unicenter Administrator
- SQL PL/SQL
- BMC – Patrol Administration
- Systems Analysis and Design (SDLC)
- Windows NT Server Administration
- Pearl Programming
- UNIX System Administration
- Lotus Notes Fundamentals
- Advanced Banyan Vines Administration
- Nortel ISO 9001, 9003 Internal Auditor's Course

Technical Experience Summary

Computer Languages: • C, Turbo Pascal, SQL, Visual Basic, Perl, HTML

Operating Systems • MS DOS, MS Windows (95/98, Vista, Windows 7), UNIX (BSD & SVR4), Solaris 2.x, Linux

Software • MS Office, FrameMaker, Visual C, Internet Tools, CA-Unicenter, MS Visio, Corel Draw, and Adobe Acrobat, MS FrontPage, Visual Page, Dreamweaver, Photoshop CS5, RDIMS, CVS, Doxygen, Bugzilla, Wordpress