Jim Carrig
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Experience

Substitute Teacher (Kelly Services), Lexington High School, Lexington, MA 10/02 – present

AP Engines, Clock Tower Place, Maynard, MA 3/01 – 10/01
Principal Information Designer/Developer
Led documentation team to produce Java-based SDK used to build custom applications for telecommunications enterprise operational support systems.

Worked with engineering management and developers to influence and drive the design and implementation of industry-leading online help solutions.

Developed FrameMaker and WebWorks Publisher templates for JavaHelp.

Updated Flash demo.

RSA Security Inc. 20 Crosby Dr., Bedford, MA 3/97 – 3/01
Senior Technical Writer/Documentation Lead/Help Lead
Reported to Director of User Information Group.

Developed strategies for online documentation for Windows NT, Web-based, and Java applications.

Recommended adopting FrameMaker and WebWorks as authoring environment.

Developed FrameMaker and WebWorks Publisher templates for JavaHelp, WebWorks Help, DHTML, and WinHelp.

Webmaster for RSA Security Worldwide Engineering and User Information Group Web sites. Adapted Perl scripts. Illustrated Corporate guidelines.

User Information project leader for Web Based User Registration product (deploying tokens)

Developed paper prototypes using Visio, and conducted modeling sessions.

Mentored writer to develop Web-based tour and hardcopy reference guide.

Designed and developed online help and documentation for security products (RSA ACE/Server, RSA ACE/Agent, RSA ACE/Agent APIs, WebID, SoftID, Web Management Console) using RoboHELP, Doc-To-Help, and Adobe Acrobat.

As a project leader for the SecurSight product, developed project plans and coordinating efforts of other writers in Bedford (Massachusetts), RSA (California), and DynaSoft (Sweden).

Wrote macros and developed Word templates to support single-source documentation strategy (Interleaf to Word to Windows Help, HTML and HTMLHelp).

Rosenberry Associates 9/96 – 3/97
Information Design Consulting
Send mail to wardr@rosenberryassoc.com.

Designed and produced Windows Help and HTML documentation at Digital Equipment Corporation (DCE group) using Doc-To-Help and HelpSite. (1/97 – 3/97)

Produced SGML documentation at Open Software Foundation using ArborText ADEPT editor and EMACS in a UNIX environment. (9/96 – 12/96)

Digital Equipment Corporation 10/79 – 8/96
Software Engineer, promoted to Principal Software Engineer 1/89 – 8/96

Tools: Netscape Server, FrontPage, WebSite, HTML editors, HTML Transit, Visio, Word for Windows, WordBasic, Doc-To-Help, RoboHELP, Windows 95 Help Authoring Kit.

Platforms: Windows 3.1, Windows for Workgroups, Windows 95, Windows NT, OpenVMS.

Certified Doc-To-Help train-the-trainer; Member of HTML Writers' Guild.
Attended WinHelp Developer's Conference in Dallas, Texas, October 1995.

Developed HTML help for AltaVista Forum Tcl-based toolkit for Windows NT and UNIX.

Developed online (WinHelp) and hardcopy ManageWORKS SDK and PATHWORKS SDK documentation. As lead writer for the project, developed project plans, prepared files for translation and production, and coordinated efforts of other writers.

Gained knowledge of network management and network protocols: socket libraries, terminal emulation, NetBIOS, SNMP.

Developed Word for Windows templates for electronic document submission.

Mentored writers on designing online help using Doc-To-Help, RoboHELP, and Windows 95 Help Authoring Kit.

Consulted with several clients referred by WexTech Systems Incorporated (Doc-To-Help).

Developed PATHWORKS Advanced System Management: VMS Server and DOS Clients modularized Lecture/Lab course.

Consulted for 4 weeks in Hong Kong (October 1991): designed a course for supermarket chain to train cashiers and managers on a distributed PC-based operation; trained the trainers on how to design and deliver training; supervised a pilot taught in Cantonese; provided seminars on measuring quality and performance; conducted training in Electronic Publishing tools.

Designed, maintained, implemented, tested, debugged, and distributed VAX DOCUMENT (SGML-like) publishing software (templates) to support Educational Services Development and Publishing plans, document styles, electronic publishing processes and procedures.

Consulted on the construction, design, and use of document styles and templates, selection and use of graphics and publishing tools, and establishment of standards and procedures.

Instructional Designer 7/86 – 1/89
Developed VAX DOCUMENT for Experienced Users Lecture/Lab course and DECtalk Application User's Guide.

Developed scripts and storyboards for Multiprocessing Systems and Applications Concepts Lecture/Lab and Video course.

Developed screen-based modules for financial application (FOCUS).

Technical Writer III, 10/85 – 7/86
Developed and updated users' manuals and product descriptions for CADM group using LATEX.

Senior Educational Specialist, 2/81 – 2/83
Course Developer/Technical Writer III, 2/83 – 10/85
Developed System Environmental Support Seminar consisting of 7 modules: Power, Grounding, Electromagnetic Compatibility, Contamination, System Cooling, Vibration, and Acoustics.

Taught TOPS-10 Monitor Structures Course, August and October 1984.

Updated TOPS-10 Monitor Structures Course, TOPS-10 Monitor Internals Course, TOPS-20 DBMS Course, TOPS-20 DBMS Update Document, FORTRAN-77 Information Document for TOPS-10/20, VAX, PDP.

Software Specialist, promoted to Senior Software Specialist, 10/79 – 2/81
Provided system-level support to field software organization for TOPS-10 operating system, including in-depth explanation of program and product applications, ensuring an awareness of product development and new program activity.

Reviewed inquiries from the field on product problems; determined and performed in-house analysis, testing, and studying required to identify and recommend solutions to problems.

M.I.T. Laboratory for Information and Decision Systems
Scientific Programmer, 1/77 – 10/79
Developed, documented, and maintained a portable FORTRAN subroutine package used in applications relating to modern and classical control.

Installed and maintained subroutine libraries on IBM 370/68, CDC 6600, and VAX 11/780.

Used EISPACK, SLMATH, IMSL libraries; PFORT Verifier.

Southern Ohio Correctional Facility, Lucasville, Ohio
Adult Education Specialist and Secondary School Teacher, 10/75 – 9/76

Education
RSA Security Inc.
XML online course at Help Writers' Guild
MacroMedia Flash course at Help Writers' Guild
Jared Spool's Usability course
Shlomo Perets' Adobe Acrobat course
Advanced Java Programming (from Learning Tree International)
Human Dynamics

Digital Equipment Corporation
Programming in C++
Novell CNE courses
Information Mapping (Strategies for Developing High-Performance Documentation)

Northeastern University, Boston, Massachusetts
10 courses completed toward M.S. in Computer Science

Syracuse University, Syracuse, New York.
M.A. Mathematics. Emphasis on Numerical Analysis and Statistics.
M.S. Cultural Foundations of Education.

Northeastern University, Boston, Massachusetts.
A.B. Mathematics with honors (grade point average 3.39/4.00)