

# Steven Anderson

## Work Statement

After more than 15 years in technical communication and management, I'm looking for a position that allows me to combine my technical skills and interests in communication with new and exciting challenges.

## Work Experience

salesforce.com. San Francisco, CA. 2005-Present  
Information Architect and Principal Technical Writer. Migrated the documentation library from unstructured FrameMaker to DITA XML, including information design, tool evaluation, workflow design, and DITA Open Toolkit customizations for multiple output formats, including XSL-FO. Documented the application and platform for administrators as well as technical and non-technical audiences.

Oracle. Redwood Shores, CA. 2003-2005  
Product Manager. Managed feature development team for ADF Business Components.

Oracle. Redwood Shores, CA. 1999-2003  
Senior Technical Writing Manager. Managed international team of 16 staff and contract writers. Responsible for all documentation for three software products, including present and future product and user assistance design. Created new publication processes for documentation and product management. Wrote documentation for a Java IDE (JDeveloper) and ADF, including Javadoc.

Brightware. Lead Technical Writer. 1998-1999  
Created computer based training for Web based artificial intelligence software. Wrote software documentation for Web based artificial intelligence software. Trained junior level technical writers.

NMIMT. Technical Specialist. 1994-1998  
Created SGML based documentation system. Designed DSSSL style sheets for publishing content to multiple outputs. Wrote software documentation.

## Education

New Mexico Institute of Mining and Technology.  
Socorro, NM. Graduated May 1998.  
Bachelor of Science in Technical Communications  
Specialization in Computer Science and Mathematics.

## Contact Information

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## Skills Overview

### DITA Implementation Specialist

At salesforce.com, I developed, documented, deployed, and maintained documentation design and infrastructure using DITA. My current responsibilities are fine-tuning our information model, extending and customizing the DITA Open Toolkit, extending the automated build and test framework that I developed, and evangelizing DITA.

### Information Architect

Modern user assistance requires a team, even if that team is composed of one person, to look at all the material available to the user and work to create a coherent whole, one that serves the user effectively. That material can include traditional user assistance, the user interface, marketing, and web communications.

### Technical Communicator

I have written documentation for developer, administrator, and non-technical users. I have also worked with development teams to extend user assistance functionality for applications and platforms.

## Computer Skills

XML	Oxygen
XSLT	Arbortext
XSL-FO	Eclipse
XQuery	Photoshop
SQL	Illustrator
ant	InDesign
HTML	Dreamweaver
CSS	MadCap Flare
Java	Office
JSF	FrameMaker
Perl	Perforce
Javascript	Subversion
	Linux, Mac & PC