

Steven L. Anderson
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Skills Overview

Publishing Tools	DITA, XSL-FO, Arbortext Epic Editor, Arbortext Print Composer, Arbortext Styler, RenderX XEP, Adobe Framemaker, Microsoft Word, MadCap Flare, Open Office, RoboHelp, Dreamweaver, JavaHelp, Oracle Help for Java, TeX, LaTeX, nroff, Javadoc
Operating Systems	Unix (Linux, Solaris, HP-UX, BSD); Windows (XP, NT, 2000); MacOS
Programming Languages	XSLT, XQuery, Java, C/C++, Perl, Javascript, Python, Lisp, SQL
Web Skills	Authoring skills in SGML, XML, and HTML Web application building skills using JSP and Javascript
Graphics Tools	Photoshop, Snag-It, Gimp, Hypersnap, PowerPoint, PaintShop Pro, Fireworks
Content Management	Perforce, ClearCase, rcs, cvs, Oracle Files, MarkLogic
Management Skills	Managed technical writing teams in both established and startup situations
Special Skills	<p>Excellent ability to</p> <ul style="list-style-type: none">• Solve problems throughout the XML publication chain using the DITA Open Toolkit• Create processes that allow documentation teams to create cost-effective documentation in multiple languages• Quickly adapt to sudden changes in product or schedule• Create processes to help writers work faster without loss of quality• Act as liaison between groups• Learn new technology quickly• Produce high-quality, highly technical documentation from scratch, on time <p>Self-directed and experienced technical documentation developer, writer, and team leader</p>

Objective

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

Experience

Salesforce.com, Senior Technical Writer, 2005-Present

- Evaluated tools to enable Salesforce.com to migrate product documentation into XML
- Migrated the documentation library from unstructured FrameMaker to DITA XML
- Created processes, based on the DITA Open Toolkit, to generate documentation in multiple output formats, including plain HTML, Flare WebHelp, PDF, and print publication
- Customized the DITA Open Toolkit processes to meet the information design and output requirements for a growing software development organization
- Created and implemented processes that greatly diminished the cost and time required for localization and translation of all product documentation
- Wrote documentation for a broad range of features of Salesforce.com
- Integrated the documentation generation process into software product builds, allowing rapid and thorough quality assurance testing of the documentation to be included in product testing
- Created processes for integrating customer support solutions and documentation
- Wrote specifications for allowing end users to comment upon and extend the documentation to meet their specific needs

Oracle, Senior Product Manager, 2003-2005

- Managed feature development team for ADF Business Components
- Managed creation and delivery of samples for JDeveloper
- Managed performance and scalability team for ADF
- Created functional specifications for adding additional MVC functionality to ADF

Oracle, Senior Technical Writing Manager, 1999-2003

- Managed team of 16 staff and contract writers
- Responsible for all documentation for three software products
- Contributor to present and future product and user assistance design
- Responsible for designing and implementing online delivery help system for an all Java IDE (JDeveloper)
- Created new publication processes for documentation and product management
- Created content for print and online delivery, including white papers, online documentation, tutorials, release notes, installguides, and product quick tours
- Edited Javadoc and created a Javadoc style guide for developers
- Created documentation for inclusion in Oracle iAS and Oracle Enterprise Manager

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
- Wrote software documentation

Education

B.S. in Technical Communication specializing in Computer Science and Mathematics at the New Mexico Institute of Mining and Technology - May 1998.

Publications

"Development and Documentation Integration at salesforce.com." Proceedings of the Content Management Strategies Conference 2006.

"Editing a Web Site: Extending the Levels of Edit." IEEE Transactions on Professional Communication, March 1998. Co-authored with Campbell, Price, Hindle, and Scasny.

"Creating and Maintaining an Electronic Mailing List." Proceedings of the 1998 STC Region 5 Conference. Co-authored with Taylor.