AMRAM HAKOHEN

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SENIOR TECHNICAL WRITER & SOLUTIONS DOCUMENTATION EXPERT

Technology & Telecommunication Solutions | Hardware & Software | Medical & Pharmaceutical Manufacturing

Drive Documentation Rigor for Cutting-Edge Technical Tools, Systems, and Applications

Communications & Relationship Management

Adept at effectively cultivating relationships with stakeholders across all levels. Proven history bridging the communication gap that exists among technical teams, end users, and corporate leadership.

Performance Excellence Testimonials

- "Turns around documents in a phenomenally short time." [*Janis H., AT&T Labs*]
- "It is unusual to find a documentation specialist that has Amram's depth of understanding of the technology." [*Leland B., AT&T & Lucent*]
- "…Makes us look like we actually know what we are doing!" [*Peter G., Confidential Company*]

Qualifications
- 20 Years of Technical Writing & Documentation Excellence
- Knowledge of Application Development, Coding, Testing & Product Development Activities
- Technology Usability & Human Factors Practical Training
- MS Degree in Technical Communications from RPI

PROFESSIONAL EXPERIENCE

HAKOHEN & ASSOCIATES – Red Bank, NJ   2008 – Present

Fulfilled challenging technical writing and documentation engagements through direct and agency relationships with key accounts in markets spanning Information & Cloud Services, Telecommunications, Content Distribution, Medical Imaging, and Enterprise IT Network Security Solutions.

Principal Technical Documentation Consultant

Lead all aspects of technical documentation consulting projects. Ascertain needs, evaluate documentation and workflows, and define documentation strategies. Guide projects through concept design, proposal, execution, and document support.

Cloud-Based Information Services & Real-Time Financial Solutions

- **Fidelity Information Services (FIS):** Authored project and technical process documentation for pioneering real-time digital money transfer network. Oversaw documentation library, version control, and change management.
  - ✓ Executed document review, revision, and release cycles.
  - ✓ Developed and administered project team SharePoint product collaboration and support site.
  - ✓ Prepared executive PowerPoint presentations, price schedules, reference manuals, and development guides.
- **AT&T Labs:** Collaborated with engineers, architects, developers, and resources from functional business disciplines to create scalable, nimble technical documentation describing AT&T Cloud offerings in dynamic market environment.
  - ✓ Optimized technical document writing and classification (taxonomy) for Web Portal Guides (administrators and users), Synaptic Compute as a Service (enterprise users), and Customized CaaS Usage Report.

Network Security & Content Delivery Network Solutions

- **ICDS:** Established complete technical documentation portfolio, including online help tool, user guides, administration manuals, FAQs, release notes, design specifications, quality assurance/test protocols, and training materials.
  - ✓ Led redesign of technical documentation look and feel for improved accessibility and readability.
  - ✓ Managed version control through SharePoint documentation library administration.
- **API Technologies:** Transformed technical documentation, executive presentation, and product catalog framework for this established, niche provider of network security appliances.
  - ✓ Optimized continuity of technical documents and institutional knowledge sharing/management.
  - ✓ Created leadership presentations, technical marketing literature, and Visio-based tech knowledge graphics.

4D SECURITY SOLUTIONS, INC. – South Plainfield, NJ   2006 – 2008

Manager of Technical Documentation & Training

Launched technical documentation department, instituting processes and robust documentation standards for this critical infrastructure security systems integrator. Crafted and executed documentation plans, project schedules, and resource needs for new projects and existing white papers, PowerPoint decks, and technical documents.

- Led complete overhaul of documentation design, look, and feel using honed FrameMaker templates.
- Defined writing and usage standards to optimize communication, collaboration, and knowledge management.

HAKOHEN & ASSOCIATES – Red Bank, NJ   2002 – 2006
<u>**Principal Technical Documentation Consultant**</u>

Managed technical writing/solution documentation engagements with pharmaceutical manufacturing, technology training and services, and network solutions clients. Interfaced with development/QA teams and business stakeholders to prepare work instructions, SOPs, best practices, code documentation, architectural standards, and process workflows.

Technology Solutions & Services

- **CNET Networks:** Prepared development team XML and database search coding documentation for UNIX infrastructure.
  - ✓ Created and managed structured Wiki (TWiki) for knowledge management and retention.
  - ✓ Implemented code documentation into enterprise platform to foster ongoing development team collaboration.
- **mPhase Technologies:** Authored detailed technical documentation, including online help functions, SOPs, and UI design framework, for application interface supporting cutting-edge TV-over-IP solution.
  - ✓ Aided offshore development team in complete re-design of poor-performing user interface.
  - ✓ Engaged software architect to define and document enterprise architecture and solution deployment standards.
- **Princeton University MIS:** Wrote quick-start guides, reference cards, and training documents to boost PeopleSoft utilization. Developed Web-Help/Java-Help materials. Created indexed, annotated PDFs for all source files.

Healthcare Solutions & Pharmaceutical Manufacturing

- **Johnson & Johnson / Bristol-Myers Squibb:** Delivered training modules, forms, standards, and policy documents.
  - ✓ Revamped content and design of forms, work instructions, and manufacturing SOPs for FDA compliance.
  - ✓ Streamlined initiation, routing, review, and sign-off workflow of documents in Documentum.
- **Schering-Plough / Barr Labs:** Expedited documentation for mission-critical pharmaceutical manufacturing systems and processes through detailed requirements gathering and analysis of SOPs and work instructions.

LUCENT TECHNOLOGIES – Holmdel, NJ   2000 – 2001
<u>**Principal Technical Writer**</u>

Performed all technical writing and electronic documentation for HTTP Caching System, Layer 4/7 Switch, DNS Server, and Streaming Media Proxy Server solutions of fledgling business unit developing a portfolio of Internet Infrastructure Devices to compete with market leader Akamai. Oversaw Web Application Development Group intranet site creation. Developed context-sensitive Help systems in HTML and JavaScript for front-end Web self-service and support.

- Facilitated joint design and development of Web-based graphical user interface (GUI) in Dreamweaver/CSS, including creation of all on-screen naming conventions, terms, and labels.

Additional technical writing/documentation experience (1994 - 1999) with Bay/Nortel Networks in Tel Aviv and with News Datacom in Jerusalem. Completed military service with Israeli Defense and National Police forces.

EDUCATION & CREDENTIALS

MS – Master of Science, Technical Communications
RENSSELAER POLYTECHNIC INSTITUTE (RPI) – TROY, NY

Graduate Studies, Database Technologies/Artificial Intelligence
UNIVERSITY OF CALIFORNIA AT BERKELEY – BERKELEY, CA

BA – Bachelor of Arts, History/Political Science
UNIVERSITY OF THE STATE OF NEW YORK – ALBANY, NY

AS – Associate of Science, Digital Electronics
MERRITT COLLEGE – OAKLAND, CA

Training: User Interface (UI) Design
JavaScript, CSS, XML, HTML Development

Affiliations: IEEE Professional Communication Society (PCS)
HTML Writers Guild (hwg.org)

Citizenship: Dual U.S. & Israeli Citizen

Languages: English, Hebrew, French, Arabic, German, Hindi

SELECTED TECHNICAL SKILLS

Platforms: Microsoft Windows, UNIX, Linux

Languages: JavaScript, Shell Scripting, CSS, XML, HTML

Concepts: SDLC, Agile, Scrum, UI Design;
Document Management;
Cloud Services (SaaS, PaaS, CaaS, STaaS);
Classification/Taxonomy Principles

Tools: Documentum, CVS, PeopleSoft;
TWiki, Snagit, RoboHelp;
Adobe Dreamweaver, Illustrator, FrameMaker;
MS SharePoint, Project, Visio, Access, Office