AMRAM HAKOHEN
hakohen@fakeemail.com
123.456.7890

- *A productive technical writer and project manager with twenty years' experience creating an extensive range of Technical Documentation and User Assistance systems for Information Technology, Telecommunications, and Homeland Security technologies.*

- *Known as a tenacious and enthusiastic (but calm) technophile who can be relied upon to contribute to product and process enhancements, meet deadlines and consistently deliver high-quality projects.*

"Turns around documents in a phenomenally short time."
Janis Hammonds,
Sr. Technical Director, AT&T Labs

"It is unusual to find a documentation specialist that has Amram's depth of understanding of the technology. He is especially good at integrating his technological knowledge with a mastery of the English language."
Leland Beaumont
AT&T consultant and Lucent manager

"Fast and productive! Amram learns new technologies and applications quite rapidly and is a thorough researcher."
Lea Novak, manager
MIS Dept., Princeton University

"…a creative problem solver with superb writing skills. He under-stands technology and is adept at finding ways to communicate the details *and* the big picture."
Mary K. Whelan, VP
mPhase Technologies

"…[Amram's documents] makes us look like we actually know what we are doing!"
Peter Gordon
Senior VP
(company name supplied upnon request)

Understanding of a broad array of hardware and software coupled with a comprehensive knowledge of cloud, internet, and telecommunications technologies.

Extensive experience in planning, managing, and generating documents and job aids for all phases of product development — from gathering requirements to production of end-user guides, admin guides, reference manuals, user assistance/help systems, and collateral material such as brochure-ware, and PowerPoint decks.

Expert documenter of Web applications, trained and practiced in Usability and Human Factors, command of UNIX, conversant with relational databases, and experienced in the Agile development process.

Skilled in interviewing Subject Matter Experts, Systems Engineers. Proficient working with Product Development, Marketing, Testing, and contributing to product improvement as a user advocate.

Command of coherent well-structured writing, documentation design, Help authoring, GUI design, usability testing, template design, communication guidelines & "best practices". Highly proficiency user of an extensive range of tools including the following:

MS Office Suite (Word, PowerPoint, Access/Excel, Visio, Project) SharePoint, FrameMaker, Adobe Illustrator, Acrobat Pro, JavaScript, CSS, XML technologies, CVS, Snagit, RoboHelp, Photoshop, PaintShop, Dreamweaver

RELEVANT ACCOMPLISHMENTS

- Produced numerous and varied technical documentation products for Cloud and CDN architectures. Participated in Scrum and Agile development projects. (AT&T)

- For a product line of new Internet infrastructure devices, planned and produced all hardcopy documentation and browser-based Help applications. Co-developed GUI. (Lucent)

- Established a documentation department and provided leadership, mentoring, and professional guidance to junior team members for an Israeli-based security firm. (4D Security)

- For a product line of network security appliances, wrote, designed, updated, and managed all hardware and software technical documentation. (API Technologies)

PROFESSIONAL EXPERIENCE

FIS Inc. (Fidelity Information Services)
Technical Documentation Consultant

Secaucus, NJ
November 2012-December 2013

FIS is a provider of technology and services to the financial services sector. The product I worked on is a new, real-time digital money transfer network.

- ▶ Produced the gamut of project and technical process documents, reference manuals, price schedules, developer guides and so on. Managed the document review, revise & release processes.

- ▶ Created and managed product support site in SharePoint for the PayNet project team. Developed PowerPoint decks for and with VP-level management.

- ▶ Managed the documentation library. Maintained version control and change histories.

AT&T Labs, Inc.
Technical Documentation Consultant, Cloud Realization

Middletown, NJ
April 2009-September 2012

The cloud realization unit provides CaaS, StaaS, PaaS, and Medical Imaging and Information Management Services.-+

- ▶ Worked with systems engineering, development, product management, testing, marketing, and legal departments to develop technical documentation for AT&T cloud offering in an ever-shifting environment.

- ▶ Used my strong writing and taxonomy talents to create thorough technical documentation for internal and external audiences such as the following:

  - – *Administrators Portal Guide*
  - – *User Portal Guide*
  - – *Private Images User Guide*
  - – *Synaptic Compute as a Service: Enterprise Users*
  - – *Customizing a CaaS Usage Report*

Technical Documentation Consultant, Intelligent Content Distribution Service (ICDS)

The Intelligent Content Distribution Service (ICDS) is a Content Delivery Network platform which replicates information across the Internet such as web page content, large files for download, streaming video, and Video-on-Demand.

- ▶ Developed thorough and accessible technical documentation — online Help, internal and external admin & user guides for the various portals, FAQs, release notes, etc.

- ▶ Tested and troubleshot beta software, gathered project content from SMEs, system requirements analysts, system design specifications, test and training specifications, and marketing materials.

- ▶ Maintained the documentation library (in MS SharePoint) to manage version control. Designed *look and feel* of technical documents for greater readability.

API Technologies, *ION Secure Remote Management Systems*
Technical Documentation Consultant

S. Plainfield, NJ
April-November 2008

> *The ION Networks division develops network security appliances that help service providers, equipment vendors, and enterprise customers remotely access, manage, and monitor voice, VoIP, and IT systems.*

- ▶ Coming on-board an established but small firm, faced a discontinuity of documentation and little institutional memory regarding tech docs. Created graphics with Visio to illustrate technical documentation.

- ▶ Assisted Senior Staff with PowerPoint presentations. Revamped product catalog. Edited and contributed to the development of technical marketing literature.

4D Security Solutions, Inc.
Manager, **Technical Documentation & Training Department**

S. Plainfield, NJ
July 2006-March 2008

> *4D is a systems integrator in perimeter and area security that develops a Command and Control System to protect critical infrastructures.*

- ▶ Assessed and identified those systems that required documentation and the depth and breadth of such documentation. Develop documentation plans, schedules and resource requirements.

- ▶ Designed the documentation set look & feel, designed and implemented the FrameMaker templates.

- ▶ Coordinated documentation development, established writing/usage standards, and determined assignments.

- ▶ Wrote and edited numerous system description documents including white papers, PowerPoint presentations, etc. Extensively reworked and edited much of the communications clarity and brevity that the company issued.

mPhase Technologies
Technical Documentation Consultant

Little Falls, NJ
August 2005-July 2006

- ▶ For a TV-over-IP start-up (a technology ahead of its time), documented the application interface. Working with a development team located mostly in India, produced a variety of technical documents including online Help applications. Redesigned a dreadful UI.

- ▶ Collaborated with software architect to establish and document architectural standards for an enterprise deployment.

CNET Networks, Inc., Platform Infrastructure Group
Technical Documentation Consultant

Bridgewater, NJ
April–August 2005

- ▶ For a developer audience wrote internal documentation for UNIX-based infrastructure software — XML code, database search code.

- ▶ All documentation was constructed and managed using a TWiki (a structured Wiki and enterprise collaboration platform).

Johnson & Johnson Inc., and **Bristol-Myers Squibb**
Contact Technical Writer

Raritan and Princeton, NJ
October 2004–March 2005

- ▶ Created management-level training presentations (PowerPoint w/Adobe Presenter). Wrote, evaluated and maintained working documents — forms, standards, and policies. Redesigned forms for ease-of-use. Coordinated document development, reviews, routing, and sign-offs.

- ▶ Wrote and redesigned Work Instructions and SOPs for manufacturing processes to meet and FDA consent decree. Created and routed documents using the Documentum management system.

Princeton University, MIS department
Technical Documentation Consultant

Princeton, NJ
2003–2004

- ▶ Developed training and instructional documents, quick-start guides and reference cards for staff training on PeopleSoft business processes.

- ▶ Single-source with FrameMaker/WebWorks Publisher to generate Web-Help and Java-Help Java Help, PDF, HTML. Employed Acrobat to create indexed and annotated PDFs of all source files.

Schering-Plough and **Barr Laboratories**
Contact Technical Writer / Researcher

Union, NJ and West Chester, PA
2002–2003

- ▶ Produced a substantial number of procedure-intensive documents for a variety of pharmaceutical manufacturing systems under tight deadlines. Gathered requirements, wrote/edited/revised Standard Operating Procedures (SOPs) and Work Instructions.

Lucent Technologies
Principal Technical Writer

Holmdel, NJ
2000–2001

The product suite was intended to compete with Akamai's offerings.

- ▶ As the sole writer in an independent business unit, planned and implemented all hardcopy and electronic documentation across a product line of Internet infrastructure devices — HTTP Caching System, Layer 4/7 Switch, Streaming Media Proxy Server, DNS Server.

- ▶ Co-developed the Web-based GUI in Adobe Dreamweaver (with CSS). Wrote all on-screen terms and labels.

- ▶ Created HTML/JavaScript-based context-sensitive Help systems for the product suite's Web front-end. Initiated and implemented the intranet site for the development group.

EDUCATION

M.S. Technical Communication
Rensselaer Polytechnic Institute (RPI)   Troy, New York

Graduate Studies in database technologies, artificial intelligence
University of California   Berkeley, California

A.S. Digital Electronics
Merritt College   Oakland, California

B.A. History/Political Science
University of the State of New York   Albany, New York

PROFESSIONAL AFFILIATIONS

- ▶ HTML Writers Guild (HWG.org)
- ▶ IEEE PCS (Professional Communication Society)
- ▶ FrameMaker-DITA Yahoo group
- ▶ Single Sourcing Management Yahoo group

FOREIGN LANGUAGES

- ▶ Hebrew
- ▶ German
- ▶ French
- ▶ Hindi
- ▶ Arabic

MILITARY SERVICE

- ▶ Israel Defense Forces, Artillery Corps, Crew Chief
- ▶ Israel National Police Force, Jerusalem Command