

HUGH W. OWEN

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TECHNICAL WRITER/COURSE DEVELOPER

A writer with a firm grasp of electronics hardware and computer software concepts along with proven writing skills. Have worked for a wide range of high technology companies, both large and small, in the Baltimore-Washington area as a permanent and a contract employee.

Actions:

- Research complex technical information from books, mechanical drawings, schematics, specifications, data sheets, code listings, hands-on experience with hardware and software as well as meetings and interviews with engineers and technicians.
- Analyze information and translate it into easily accessible and understood diagrams, tables and procedures that simplify the installation, operation, maintenance and troubleshooting of complex hardware and software.
- Support the development and maintenance of products, either independently or as a member of a team.

Results:

- Reduce costs by anticipating requirements and answering questions that might otherwise have to be answered through direct technical support.
- Increase the value of an organization's brand and contribute to its bottom line by giving customers information that improves their experience with its products.

EXPERIENCE

Technical Writer/Course Developer on contract to TCOM, L.P., Columbia (Feb. 2009 – Jul. 2011) — TCOM designs, manufactures and maintains tethered, aerodynamically stabilized balloons (aerostats) for the U.S. and foreign governments. ♦ Mechanical drawings and schematics were stored on an Agile Advantage product lifecycle management (PLM) system.

- Created PowerPoint slides and exams for a three-month training course on the theory of operation and maintenance of the software, electrical and electronic systems for a 74-meter aerostat that supports the U.S. Army's Joint Land Attack Cruise Missile Defense Elevated Sensor (JLENS) System.
- Revised a flight director station and weather instrumentation operation and maintenance manual and an aerostat telemetry and command software instruction manual for the aerostat.

- Developed Interactive Electronic Technical Publication (IETP) modules for the aerostat conforming to specification S1000D, a standard for preparing, managing and accessing equipment maintenance and operation information using Extensible Markup Language (XML).

Technical Writer/Requirements Analyst on contract to the Department of Defense Education Activity (DoDEA), Arlington (Oct. 2007 – Sept. 2008) — DoDEA operates schools for the 90,000 children belonging to military and civilian DoD personnel stationed around the world. ♦ Researched software and business requirements by attending and conducting meetings and brainstorming sessions.

- Wrote software requirement specifications describing what a proposed software application or web site must do to automate a task for DoDEA.
- Wrote business cases to assess and manage the risks of acquiring software applications and to maximize their value.

Lone Technical Writer on contract to TallyGenicom, L.P., Rockville (May 2007 – Jun. 2007) — The Rockville office of TallyGenicom designed the controllers and developed the firmware and drivers for its laser printers.

- Wrote, revised, edited and published a 250-page engineering specification for a high-performance laser printer.

Lone Technical Writer, Docucorp International, Inc., Silver Spring (Mar. 2004 – Dec. 2006) — Docucorp produced suites of document management software which acquired, created, managed, presented and marketed customer information for insurance companies, financial institutions and utilities; the software ran on Windows, IBM mainframes and UNIX compatible operating systems. ♦ Design documents were archived in Visual SourceSafe.

- Wrote, edited and maintained an installation guide, a programmer's reference guide, database and system administrator guides, a workstation guide and product bulletins for a document management and archiving application.
- Maintained an Application Program Interface (API) help and help systems for system utilities.

Technical Writer/Trainer on contract to TCOM, L.P., Columbia (Mar. 2003 – Oct. 2003) — TCOM designs, manufactures and maintains aerostats for the U.S. and foreign governments.

- Wrote and revised a flight director's software manual and an operation and maintenance manual for the flight control and payload support systems on a 71-meter aerostat.
- Developed materials for and then team-taught a three-month training course on the software, electrical and electronic systems for the aerostat.

Senior Technical Writer, Visual Networks, Inc., Rockville (Apr. 2001 – Nov. 2002) — Visual Networks produces hardware and software that monitors the performance of telecommunications networks. ♦ Design documents were archived in Visual SourceSafe. ♦ Tracked changes using Rational ClearCase and ClearQuest.

- Wrote a customer-care representative user guide for an internet performance management system; the guide showed representatives how to display and interpret network performance metrics stored in SQL database tables.
- Created a single-sourced, HTML-based help system from the customer-care user guide using Webworks Publisher.
- Edited and revised maintenance manuals for Analysis Service Elements (ASEs), network appliances which monitor network traffic and run tests that monitor the performance of Wide Area Networks (WANs).

Senior Technical Writer, MICROS Systems, Inc., Columbia (Oct. 1996 – Apr. 2001) — MICROS develops turnkey IT solutions for restaurants, hotels and gambling casinos. ♦ Researched documentation and help systems from the Microsoft Developer Network (MSDN).

- Wrote and maintained API specifications for IBM PC-based Point-of-Sale (POS) workstations.
- Documented a de facto standard for a printer to POS workstation communications interface. Developed test programs for the interface and then tested printers to ensure that they conformed to the standard.
- Wrote an architectural description, a functional circuit description, ReadMe First documents, a product-marketing announcement and a Power-On Self-Test (POST) error-code troubleshooting manual for the POS workstations.
- Wrote service bulletins describing problems with POS equipment and the procedures that field technicians could use to correct them.

WRITING, PUBLISHING AND ILLUSTRATING TOOLS

Writing and Publishing Tools: Microsoft (MS) Word, PowerPoint, Acrobat, StarOffice Write, FrameMaker, IXGen, RoboHelp, WebWorks ePublisher Pro

Illustrating Tools: Paint Shop Pro, SnagIt, Visio, SolidWorks eDrawings three-dimensional hardware model viewer

EDUCATION AND PROFESSIONAL DEVELOPMENT

M.S., Computer Science, The Johns Hopkins University, Baltimore

B.A., English, University of Maryland, College Park

Workshops: Information Architecture for the Web ♦ Web Design ♦ Website Development

