

Paul Thomas

*technical documentation consultant
(designer / writer / editor / trainer)*

Personal Details

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Career Summary

I have been working as a technical documentation specialist for over twenty years, producing print and online documentation for end-users and IT systems personnel. Apart from gaining a good grounding in all types of documentation and publishing tools, I'm also experienced in the planning and production aspects of the documentation life-cycle process, having managed several projects.

For three years I was engaged as a technical editor in the Network Systems Information Development group at IBM La Gaude in South of France to edit the customer and service support documentation products. This involved planning workloads, scheduling draft reviews and training novice writers.

I have wide experience in technical publications standards and procedures having produced documentation in the UK, France and Italy for the following companies:

- IBM
- Hewlett Packard
- General Dynamics
- COLT
- Nat West
- Digital Equipment Corporation
- Olivetti
- Unisys.

Work Experience

2010 – 2014 (June) **Aricent**
Vodafone HQ, The Connection, Newbury, Berkshire RG14 2FN

Positions Technical Editor/Trainer

Skills/Tasks Provide technical writing and editing service to Aricent's Managed Test Services (MTS) group who are responsible for testing new network devices and systems for Vodafone UK

Editing Test Plans, Test Approach, Test Reports
Technical writing training and induction to MTS doc process for new engineers

Work Experience (continued)

- 2009- 2010 Foreign & Commonwealth Office**
JSDT Knowledge Management, Hanslope Park, Milton Keynes MK19 7BH, UK
- Positions* Technical Writer
- Skills/Task* Responsible for developing knowledge articles for the JSDT Service Desk knowledge base. The JSDT Service Desk supports the global rollout of the Future Firecrest (F3G) IT network infrastructure to all the Overseas Posts and UK sites within Foreign & Commonwealth Office
- Tasks include:
- Develop template for Service Desk online knowledge base articles
 - Collate and edit information provided by F3G system developers for drafting into knowledge articles for the FCO SharePoint knowledge base
 - Provide technical writing services to the JSDT Service Management team for drafting ITIL v3 compliant Process and Procedure documents, with strong emphasis on ISO 27001 compliance due to the high security requirements of the Foreign Office UK IT installations both in the UK and Overseas
- 2006 - 2009 General Dynamics UK**
Oakdale Business Park, Oakdale, Blackwood, Monmouthshire NP12 4AA, UK
- Positions* Technical writer
- Skills/Task* **J1J4 Interim Operations Support Project (Operation Herrick)**
Responsible for creating the online J1J4 IOS Interactive Electronic Technical Publication (IETP) for the UK MoD. J1J4 IOS is a robust and transportable communication infrastructure that connects the UK Military administrative and logistics command posts in a deployed operational land environment. The J1J4 IOS IETP consists of a Handbook, which provides a system overview and external hyperlinks to all the J1J4 component docs and the commercial off-the-shelf equipment manuals in PDF format.
- Defence Information Infrastructure (DII) Land Deployed and Maritime**
Documented the IETP (Interactive Electronic Technical Publication) for the Defence Information Infrastructure Land Deployed and Maritime systems using S1000D compatible data modules. DII provides a digital network infrastructure that provides shared information between headquarters, battlefield support and the front line for the Armed Services.
- Tasks included:
- Collating, reviewing and editing all the source DII docs from the various ATLAS consortium partners (EDS, EADS & General Dynamics)
 - On-site visits to photograph latest versions of the DII system to provide technical illustrators with details of DII kit for line drawings
 - Review, edit and convert network configuration workflow procedures supplied by ATLAS to PDF docs.
 - Create draft data modules using SGML tools (FrameMaker) to enter text and import graphics.
 - Review and edit data modules prior to IETP build

Work Experience (continued)

- 2005 - 2006 Newport Networks Limited**
Castlegate Business Park, Caldicot, Monmouthshire NP26 5AA, UK
- Positions* Technical writer
- Skills/Task* Responsible for updating the Technical Practices Manual for release 2 of the 1460 Session Border Controller. This role involved interviewing system and test engineers, then collating, editing and updating the installation and operational information for the 1460 Session Border Controller.
- The 1460 Session Border Controller enables Telecoms Service companies to provide IP multimedia communications solutions, such as SIP signalling, firewalling, session admission control, lawful intercept for signalling, emergency call prioritization, and routing.
- 2000 - 2005 COLT Telecom**
European Networks and Services, 79 New Cavendish Street, London W1W 7RB, UK
- Positions* Technical writer
- Skills/Task* Documented the operational processes for the International Network Control Centre in Dusseldorf, which is responsible for managing COLT's long distance network – EuroLAN. This included circuit provisioning and network fault reporting and resolution processes. I also created an online EuroLAN site document that provided maintenance and emergency service contact information and allowed operators to quickly direct visitors to any network node site throughout Europe
- 1998 - 2000 Orchestream Ltd.**
Glen House, 125 Old Brompton Road, London SW7 3RP
- Position* Documentation manager
- Skills/Tasks* Responsible for planning the documentation requirements, producing the software packaging (CD labels & covers, Box and all the peripheral documents). Design and write the user guides for the Enterprise and Provider policy-based network management systems for enabling end-to-end QoS on IP-routed networks
- 2005 General DataComm,**
Advanced Research Centre, 3 Olympic Business Centre, Paycocke Road, Basildon, Essex SS14 3EX, UK
- Position* Technical writer
- Skills/Tasks* Responsible for designing and documenting the following ProSphere manuals: Administrator guide, Installation guide, Routing Manager, Service Provisioning Manager SEM (Strobos Element manager) for the high end GDC ATM switch
- 1996 - 1997 SITA, Airline Telecommunications and Information Services**
Training and Documentation Department, Heraklion, 1041 Route des Dolines, Valbonne 06560, France
- Position* Technical writer
- Skills/Tasks* Documented the AeroNet Technical and Customer Reference Guides, Remote, LAN Access Customer Guide, LAN Access Customer Reference Guide, LAN Access Internet Gateway Guide

Work Experience (continued)

- 1995 - 1996 Nat West Bank**
Electronic Banking Systems, Billingsgate, 6-8 Lower Thames Street, London, UK
- Position* Technical writer
- Skills/Tasks* Designed and wrote the Systems Administrator Guide and Customer Guide for Payments Manager, the Nat West online banking application for businesses
- 1993 - 1995 Digital Equipment, Les Templiers, Sophia Antipolis, France**
- Position* Technical writer
- Skills/Tasks* Dec printer manuals - I modified and customised the DECwriter 500/520 User manual from the original Olivetti User manual. I designed and wrote the Read-Me-First guides for the DECcolorwriter 500ic and DECwriter 500i inkjet printers
- 1990 - 1993 IBM, Centre d' Etudes et Recherches, La Gaude 06610, France**
- Position* Technical writer
- Skills/Tasks* Employed for over two years as an editor in the Network Systems Information Development group. I was primarily responsible for coordinating all the Customer and Service documentation for the 3745 Communication Controller products and programs.
- 1989 - 1990 Digital Equipment, viale Fulvio Testi 117, Cinisello Balsamo, Milano, Italy**
- Position* Technical writer
- Skills/Tasks* RoM User & Instructor Guides for DEC's stock control logistics support program.
- FACTS2 Impact and Awareness Guide, FACTS2 IS slides for Dec's field service business.
- SPORT User & Report Guides, SPORT Online Help a reporting application for DEC's contract administration business.
- 1988 – 1988 SYNERGIA S.p.A., Corso Sempione 60, Milano, Italy**
- Position* Technical writer/editor
- Skills/Tasks* GEOBASE (multimedia tourist information application) for the Comdex 88 (Fall) in USA.
- Olivetti Network Management System: NMS Functions and Features Guide.
- 1987 - 1988 UNISYS, Astronaut House, Feltham, Middlesex, England**
- Position* Technical Writer in the Industrial Products Group
- Skills/Tasks* A series mainframe manuals: mTMS Installation Guide, mTMS Support Reference Manual, and mTMS Systems Operations Guide
- 1985 - 1986 OLIVETTI S.p.A., via Jervis 77, Ivrea 10015, Italy**
- Position* Technical writer in PC Operating Systems Group
- Skills/Tasks* MSDOS v3.10: Online Quick Reference and Online Full reference guides, PE 24 & PE 28 CAD/CAM: Personal Engineering Programmer guide

Training Experience

Prior to starting my technical writing career I worked as a training officer for the YTS (Youth Training Service) at Margam Countryside Park in Port Talbot. I was responsible for developing course material and presenting courses to trainees in life and communication skills and in basic IT. The course included a yearly intake of 60 trainees. I was also responsible for co-ordinating the practical training programs of the building and countryside skills training staff.

For three consecutive summers while at University, I worked as an instructor at the National Coastal Rescue Training Centre at Aberavon Beach. This centre was the main coastal sea-rescue training centre in the country and was used by all the Police forces throughout Britain to train their cadets in personal lifesaving and team rescue skills. I was mainly responsible for teaching surf lifesaving skills using various rescue equipment from torpedo buoys, surf skis to inshore rescue boats, and also open water canoeing skills

Professional Interests

For the past eighteen years I have been a member of the Sophia Antipolis branch of the France chapter of Society for Technical Communication, which is the professional body for technical communicators.

I am particularly interested in desktop publishing and developing my skills in typography and graphics in all types of documentation including Web pages. I have the following computer resources at home.

<i>Hardware</i>	MS Windows and Apple PCs A4 Flatbed colour scanner A3 Colour inkjet printer
<i>Software</i>	MS Office 2010 Suite (Word, Excel PowerPoint, Outlook & Access) MS Office for Mac 2011 (Word, Excel PowerPoint & Outlook) Adobe CS6 Premium Design (InDesign, Photoshop, Illustrator & Acrobat Pro – a professional publication suite for print & online media) FrameMaker (DTP program for technical reference books and creating structure SGML docs) Camtasia Studio v8 (Video screen capture app for software demos, video tutorials) SnagIt v11 (Screen capture tool for taking and editing screen snapshots of software apps)