



OBJECTIVES

(CONTRACT, CONSULTING, OR PERMANENT; ON-SITE &/OR OFF-SITE)

- ⊙ **Senior Technical Writer, Documentation Manager – 15 years experience**
- ⊙ **Information Architect – 10 years experience**
- ⊙ **Knowledge Base Project Management and Coordination – 20 years of experience**

SKILLS

Communication.

Clear, concise IT and design development, networking, technical training, and writing.

- Integrating stakeholders, users, information, and business goals.
- Project management, documentation system management, team coordination.
- Problem and improvement assessment, innovative solution development and delivery.
- High quality leadership. Broad thinking, attention to detail, milestone and deadline coordination and adherence.
- Exceptional communication, people, negotiation, and organizational skills, and even better practical improvisation skills.
- Human-computer interaction (HCI), man-machine interaction design, evaluation and implementation using MindManager/TaskMap frameworks.

EDUCATION

A.M. COMMUNICATION, STANFORD UNIVERSITY (Academic Fellowship)
Masters program in FILMMAKING and BROADCAST PRODUCTION.
Additional doctoral level study in THEATRICAL DIRECTION, DANCE and ACTING.

B.S. BUSINESS, UNIVERSITY OF CALIFORNIA, BERKELEY (Academic Scholarship)
Dual emphases: MARKETING and APPLIED ECONOMICS.
COMPUTER SCIENCE and INTERDISCIPLINARY NATURAL SCIENCE 'minors'.



Phillip St. James

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CONVERSANT TECHNOLOGIES

FUNCTIONAL AREAS—Project coordination, wikis, support & training documentation, e-learning, COBIT/COSO, APIs, UMLs, networking, network security, EDA/FPGA/ASIC, chip design testers and simulators, wireless, RDBMSs, metadata, data warehouses, consumer electronics, electric power generation, storyboards, copywriting, text layout, graphics and video production/editing

PLATFORMS—Microcomputers: Win2K/NT/Win9x/Win3.x/DOS, Unix, Linux; Mac OS X, MPW
AIX, OS/2; minicomputers: MVS, VMS; mainframes, FORTRAN, COBOL, RPG

LANGUAGES—C, C++, C#, Java (J2EE, CodeWarrior), VisualBasic, JavaScript, FORTRAN, BASIC, COBOL, PASCAL, REXX

NETWORKING—Client/server, peer-to-peer, TCP/IP, HTTP/FTP, SMTP/POP, LAN Server 3.0, DDCS/2, token-ring

SECURITY—PKI, VPN, sccs, rcs, Kerberos, DITSCAP, IDS, firewalls, network monitoring

DATABASES—Oracle, MS EXCEL/ACCESS, DB2, Sybase, Paradox, FoxPro, Lotus Datalens; SQL, data warehousing, web services.

GRAPHICS—Photoshop, Illustrator, SmartDraw, Visio, 2D/3D animation, CAD, SolidWorks

WEB DESIGN—HTML hand-coding, JavaScript, CSS, Flash, ASP/VBScript, Perl, CGI, XML, graphic art, audio, digital video, 3D animation, Dreamweaver, NetObjects Fusion

TEXT AND VIDEO EDITORS—MS Word, FrameMaker, Acrobat, EMACS, vi, RoboHELP, ePublisher, HomeSite, PowerPoint, Nisus Writer; Media 100, Videowave, Premier, Maya.

BEST PRACTICES

Over 15 years of experience in fast-paced, collaborative team environments designing and producing shared information. Web User Experience (UE) design and management, Information Architecture, User Interface Design, and Interaction Design, software and network technical documentation, conceptualizing and producing online environments with a critical eye toward improving User Experience, and making internal and user workflows more efficient.

- Technical Communication
- Single-Source Publishing
- Enterprise Content Management
- Knowledge Management best practices
- New Media Publishing
- Software Development Lifecycle
- HTTP, XML standards
- IT Infrastructure Library (ITIL) best practices.

"I contend that the challenge involved in designing usable organization and navigation systems for large online information environments is so important and so complex, that it requires information architecture design specialists with backgrounds in both IA and UE...

...We can't get too hung up on educational backgrounds or job titles. There is no one educational field or program that specializes in producing world class information architects, so we must all do our best to learn from each other. There are many people with job titles like "usability engineer" or "interface designer" who actually do specialize in information architecture who are actively seeking the knowledge and experience they need to do their jobs well." -- Peter Morville, [Information, Architecture, and Usability](#)



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JOBS and CONTRACTS (partial list)

MAR 2009 to AUG 2009 SENIOR REGULATORY WRITER & INFO ARCHITECT
XO-CONCENTRIC, INC., San Jose, California (Durham, North Carolina HQ)

Researched and wrote C-based, customized open source, online help developer-engineering and operations documentation including SAS70 regulatory compliance. Used SVN, MediaWiki, BBedit, Visio and PowerPoint

AUG 2008 to DEC 2008 SENIOR TECH & MARCOM WRITER

Bluelight Technologies, Inc., San Jose, California

Wrote and revised text and video content for customers, sales, managers, supervisors, and administrators. MacBook Pro, MS Word, Photoshop, MS Windows, Mac OS X, Gigabit Ethernet test & measurement equipment for high speed copper and fiber-based network environment.

APR 2008 to JUN 2008 INFORMATION ARCHITECT and IT REGULATORY COMPLIANCE WRITER- PCI COMPLIANCE GROUP

KAISER PERMANENTE, Oakland, California

Designed, wrote and revised hand-coded procedural, navigational, and alert content for managers, supervisors, and administrators. MacBook Pro, MS Word, Photoshop, MS Windows, Mac OS X, Pseudo-Wiki environment.

MAR 2007 to AUG 2007 SENIOR TECHNICAL WRITER IT SERVICES – DOCUMENTATION, DESIGN, DELIVERY STANFORD UNIVERSITY, Palo Alto, California

Designed, wrote and revised hand-coded content for managers, supervisors, administrators, faculty and student websites. Used HomeSite, MS Word, Photoshop, MS Windows, Mac OS X, Wiki environment.

AUG 2006 to DEC 2006 SENIOR TECHNICAL WRITER

LIFEMASTERS SUPPORTED SELFCARE, INC., South San Francisco, California

Designed and produced HIPAA/PKI network security documentation (processes, procedures) for first and second level help desk application support. Used Acrobat, Visio/TaskMap, FrameMaker, PowerPoint, MindManager, Photoshop Elements, and Word in a ProClarity, MS Reporting Services database environment.

APR 2006 to JUN 2006 REGULATORY COMPLIANCE WRITER

ELEMENTAL SECURITY, INC. San Mateo, California

Wrote and revised FISMA, HIPAA, PCI, SOX 404 (COBIT/COSO) policies and rules for CIOs and for system and network administrators. Used FrameMaker, MS Word, Photoshop, Acrobat in XML, Perforce, Java, Python, MS Windows, X Windows, Linux, Mac OS X environment.

FEB 2006 to APR 2006 REGULATORY COMPLIANCE AND BUSINESS PROCESS WRITER

REPLY!, INC., Walnut Creek, California

Using SOX 404 CobiT/COSO gap analysis reports, mapped processes, designed, wrote and revised policies, procedures, system administration documentation for IT, finance, and executive audiences. Used TaskMap, MS Word, Visio, Photoshop, Acrobat, Excel, PowerPoint.

NOV 2005 to JAN 2006 SENIOR INFORMATION DEVELOPER

INTER-4/SIERRA NEVADA CORP., San Francisco, California

Designed, wrote installation, system administration documentation for varied military audiences. Used MS Word, Visio, Acrobat.

MAR 2005 to AUG 2005 SENIOR TECHNICAL WRITER

PACKETHOP, INC. Belmont, CA

Designed and wrote installation, system administration and developer documentation for varied audiences. Used FrameMaker, Visio, Acrobat.



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JAN 2005 to APR 2005 TRAINING DOCUMENTATION WRITER

PROVIDENT CREDIT UNIONS, Redwood Shores, California

Designed and wrote training documentation for MS Office training modules. Used MS Word. Worked with team lead and journeymen.

AUG 2003 to NOV 2003 LEAD INFORMATION DEVELOPER

NETWORK INSTALLATION, SYSTEMS ENGINEERING and NETWORK SECURITY

PACIFIC AIR FORCES-HQ/SCNN/CONSULTNET, Hickam Field, Honolulu, Hawaii

Documentation consultant specializing in policies, planning, managing, designing, revising, editing, and writing internal and external network management documentation. Elicited and incorporated data and information from key stakeholders.

MAR 2003 to AUG 2003 LEGACY APPLICATIONS SOFTWARE CONSULTANT

NMCI-ESI PROJECT, SMARTRONIX/J-6, US MARINE FORCES PACIFIC HQ

(MARFORPAC), Camp Smith, Honolulu, Hawaii

Researched, documented, troubleshot and installed COTS and GOTS application software on 700 MARFORPAC PCs with Windows 2000 Pro. Migration project upgrading Windows 98/NT Workstation PCs to NMCI Dell Windows 2000 Pro PCs. Worked with teams leads, and customers. Elicited and incorporated data and information from key stakeholders.

SEP 2001 – JUL 2002 SENIOR INFORMATION DEVELOPER - NETWORK SECURITY TEAM

SMF SYSTEMS/U.S. ARMY, Pacific Theater Network Operations Security Center, 516th Signal Brigade

Fort Shafter, Honolulu, Hawaii

Documentation and training consultant specializing in planning, managing, designing, authoring, editing, and writing internal and external network security policies and IT operations processes. FrontPage, Word, Remedy. Elicited and incorporated data and information from key stakeholders.

SEP 1999 – JUL 2001 PROJECT MANAGER – TECH WRITER – INFORMATION ARCHITECT

LOCKHEED MARTIN TECHNICAL OPERATIONS/Joint Intelligence Center Pacific (JICPAC)

Pearl Harbor/Hickam Field, Hawaii

Documentation and training consultant specializing in planning, managing, designing, wire-framing, authoring, editing, and writing embedded help and documents for a multi-database joint military intelligence client/network Web site. Elicited and incorporated data and information from key stakeholders. ColdFusion, HomeSite, FrameMaker, Word, MS Project, Visio, MS Access environment.

AUG 1999 – MAR 2001 ADJUNCT INSTRUCTOR OF COMMUNICATION

HAWAII PACIFIC UNIVERSITY, Communication Dept., Honolulu, Hawaii

Taught upper division undergraduate Web site building and history of the internet course: the Future of Communication and Communication Technology at the downtown main campus.

1999 SENIOR ONLINE API DOCUMENTATION CONSULTANT

RED HAT WEST, INC., San Francisco, California (Durham, North Carolina HQ)

Researched and wrote open source online help installation documentation for Red Hat's Linux NT package. Elicited and incorporated data and information from key stakeholders. Used RoboHELP and hand-coded HTML. Wire-framed project.

1998 TECHNICAL PUBLICATIONS MANAGER

MAGELLAN NETWORK SYSTEMS, INC., Kailua, Hawaii (Sunnyvale, California HQ)

Managed, planned, designed, wrote, edited and produced user, training and reference documentation for NT/Visual FoxPro/intranet telephony billing and management products. Used Visual AccessAbility, FoxPro, FrameMaker, MS Word, Visio, RoboHELP/WinHELP environment. Wire-framed project.

1998 SENIOR API DOCUMENTATION CONSULTANT

CKS INTERACTIVE, Web Site Engineering, Cupertino, California

Researched and wrote technical specifications document for three IBM electronic commerce PC ordering modules, prepared style guide, trouble shot Adobe Acrobat PDF file conversion methods. Elicited and incorporated data and information from key stakeholders. Microsoft Word, CGI, DCE, PCOrder, Acrobat environment



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1997 SENIOR DOCUMENTATION CONSULTANT

CLARIFY, INC., Engineering Documentation Services, San Jose, California
Researched, wrote & delivered draft of Clear Logistics Depot Repair User Guide chapter. Elicited and incorporated data and information from key stakeholders. Used Windows MS Word7, FrameMaker for Windows and various screen capture and diagram drawing tools.

1997 SENIOR TECHNICAL WRITER

SYNOPSIS, INC., EDA Documentation, Mountain View, California
Revised and updated Controller Design for chip design Protocol Compiler, HDL Protocol Compiler Tutorial, DALI Frame Editor Reference Guide. Connectivity: TCP/IP, VM PWSCS, SNA, and SAA. Audience: System administrators, analysts, chip designers, programmers.

1995-1996 TRAINING DOCUMENTATION CONSULTANT

EDS/HITACHI DATA SYSTEMS, INC., Santa Clara, California
Edited, wrote and delivered documentation for Finance, Engineering, Accounting and Sales, reengineered product tracking system. Developed Reference and User Guide into Online Help. Custom financial mgmt. system residing on Windows PCs from Oracle 9i, Sequent, Cullinet databases. Production tools: MS Word6, RoboHELP, FrameMaker, MS Imager, Paintbrush, CorelDraw, ftp, Netscape/Lotus Notes/Internet connectivity.

1994-95 SENIOR API DOCUMENTATION CONSULTANT

LANDIS & GYR ENERGY MANAGEMENT, INC., San Jose, California
Designed, programmed, tested & delivered console operator online help system. Converted UserGuide and Console Operator's Manual into Help. Custom PG&E-type energy mgmt. system residing on X Windows DECstation. Production tools: X Windows OSF/1 HyperHelp, RoboHELP, FrameMaker, MS Word for Windows, Paintbrush, CorelDraw, ftp. Connectivity: PC X Windows.

1993 CONTRACT API TECHNICAL WRITER

IBM CORPORATION -ISSC, Palo Alto, California
Wrote and edited storage VPT Installation Guide. Internal pricing product using PS+, OS/2, MVS, LAN Server 3.0 and AS/400/DDCS/2. BookMaster and Script. Connectivity: TCP/IP, VM PWSCS, SNA, and SAA. Audience: system administrators.

1998 MULTIMEDIA COORDINATOR

INTERNATIONAL SYSTEMS, LLC/Booz Allen Hamilton, SLICE:
Office of Naval Research Project, Honolulu, Hawaii (San Diego, California HQ)
Troubleshoot and prepared foundations for installing multi- platform streaming video applications. Designed and produced PPT view graphs for executive-level presentations. Digital stills and live analog video, Photoshop, PCMCIA, PCAnywhere, Margi and Dazzle video cards, MS PowerPoint, Windows98, Solaris environment.

SENIOR DOCUMENTATION and INFORMATION PREPARATION CONSULTANT

1998 CKS INTERACTIVE, Web Site Engineering, Cupertino, California
Researched and wrote technical specifications and wire-framed business process document for three IBM electronic commerce PC ordering modules, prepared style guide, trouble shot Adobe Acrobat PDF file conversion methods. MS Word, CGI, DCE, PCOrder, Acrobat environment.

1997 D2K TECHNOLOGIES, INC., Engineering Documentation Services, San Jose, California
Revised, supplemented, and edited data warehouse, business process integration product User Guide, extended glossary, prepared style guide, trouble shot Adobe Acrobat PDF file conversion methods. FrameMaker and Acrobat environment.

1997 SYNACOM CELLULAR TECHNOLOGIES, INC., San Jose, California
Researched and designed templates and styles for new Style Guide and Documentation Plan. Converted and revised Roam Free User Guide. Used Adobe FrameMaker, MS Word, Netscape browser connectivity.



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1997 SUN MICROSYSTEMS, SunService Hardware Support Services, Mountain View, California
 Researched and approved pre-sales business process checklists triggering installation of \$3.5M Cray Research/Sun server. Reviewed and recommended changes and notes for intranet-based approval process and its publication. Used CDE, JavaStation, Applix, PostScript, screen capture and diagram drawing tools OnDemand intranet, internet and extranet product. Used Quadralay WebWorks, MS FrontPage, Netscape, FrameMaker 5. Windows95/WindowsNT environment. Supervised one junior writer.

1997 ON DEMAND, INC., Internet Support Services, Redwood City, California
 Researched, converted and delivered hundreds of formatted final FrameMaker files to HTML pages for OnDemand intranet, internet and extranet product. Used Quadralay WebWorks, MS FrontPage, Netscape Gold 3.01, FrameMaker 5. Windows95/WindowsNT environment. Supervised one junior writer.

1994-1995 General Electric Co. - GE CAPITAL MORTGAGE CORP. & GE CAPITAL MORTGAGE SERVICES, INC., Cherry Hill, New Jersey
 Designed, wrote and edited client/server wire-framed online help system for re-engineered SQL data warehouse database. Produced User Guide, Installation & Maintenance Guide, Training Guide and online Help. Internal Business Decision System product using MS Windows, MS Access, SAS, Sybase, Paradox, FoxPro, Lotus Datalens, EXCEL SQL module, Sun SPARCserver, MVS, T1, LAN Server 3.0 and DDOS/2. Production tools: Word for Windows, PowerPoint, Doc -to- Help, RoboHELP, HiJaak. Connectivity: Token-ring TCP/IP. Audience: Loan administration experts, MIS administrators, upper level GE executives, and other GE mortgage service senior managers.

ADDITIONAL EXPERIENCE
 (Writing, editing, revising, researching, testing, data modeling, training, video, and publications)

- KNIGHT-RIDDER INFORMATION (DIALOG/DATASTAR)
- FUJITSU AMERICA
- ELECTRIC POWER RESEARCH INSTITUTE
- LANDIS & GYR ENERGY MANAGEMENT
- XEROX-XSOFT
- RADIUS, INC.
- FMC CORP. (now Oracle/BEA Systems)
- NASA AMES/SINGER-LINK
- ROLM
- STANDARD OIL COMPANY OF CALIFORNIA (now Chevron-Texaco)
- ORACLE CORPORATION
- IBM/ADSTAR CORPORATION
- SYNOPTICS COMMUNICATIONS (now Nortel/Netgear/Bay Networks)
- APPLE COMPUTER
- SUN MICROSYSTEMS
- AT&T
- HEWLETT PACKARD
- SCHLUMBERGER-SENTRY
- CROCKER BANK(now Wells Fargo & Company)