

Larry Boyd - Technical Writer

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Skills Summary

A self-directed technical writer with over 15 years experience writing business processes, product guides, project communications, and procedure documentation. Additional strengths include a comprehensive knowledge of training, usability design, quality assurance, and project management.

Documentation Types

Business Communications, Compliance Documents, Installation Guides, Online Help, Operator Procedures, Policies, Process Guides, Programmer Reference, Project Communications, Quick Reference Guides, Service Manuals, Standards, System Documentation, Test Scripts, User Guides, Websites

Authoring Tools

Access, Acrobat, Captivate, CorelDraw, Dreamweaver, Excel, FrameMaker, FrontPage, FullShot, HTML, HyperSnap, IconWorkshop, InDesign, IPF (OS/2), Lotus Notes Domino, Nvu (open source), Paint Shop Pro, Photoshop, PowerPoint, Project, Rational ClearCase, Rational ClearQuest, RoboHelp, SGML, SharePoint, SnagIt, UIM (AS/400), Visio, Wiki, Word, XML

Operating Environments

Windows (Vista, XP, NT, 2000), OS/2, Linux, UNIX, iSeries (OS/400), Mainframe (MVS)

Methodologies

Control Objectives for Information and Technology (COBIT), Information Mapping, ISO 9002, ISO 17799, Sarbanes-Oxley (SOX), Storyboarding, Unified Modeling Language (UML)

Industry Groups

Air Transportation, Electric Utility, Financial Services, Food and Beverage, Food and Produce Distribution, Health Imaging, Manufacturing, Natural Gas Utility, Oil and Gas, Pharmaceutical Benefits, Semiconductor Manufacturing, Retail, Software Publishing, Telecommunications

Education/Training

MBA, Business Computer Information Systems, University of North Texas
BSc, Information Processing, Oklahoma State University
Certificate of Training and Development, Collin County Community College
Over 500 hours of continuing education in information technology and professional development

Experience

Walmart - Bentonville, AR

September 2009–January 2010 / Contract Technical Writer

Authoring Tools: SharePoint, Word

- Created custom compliance documents: standards, guidelines, and procedures
- Collected, analyzed, and formatted Information Systems documents for inclusion into the COBIT framework standards library
- Interviewed domain owners to gather requirements for standards
- Facilitated review meetings to align content and to form a consensus among content owners

PepsiCo - Plano, TX

August 2009, April 2005–January 2006, and June 1995–August 1996 / Contract Technical Writer

Authoring Tools: PowerPoint, Dreamweaver, Word, RoboHelp, SnagIt, IPF, HTML, Lotus Notes

- Created PowerPoint college recruiting toolkit for Frito-Lay human resources department
- Maintained end user software procedures on PepsiCo portal using RoboHelp HTML
- Published online Information Technology change release and problem determination newsletter using Dreamweaver
- Developed OS/2 online help for sales order applications
- Designed an online software management database using Lotus Notes
- Wrote user guides and quick reference cards for sales order applications using FrameMaker

Overhead Door - Lewisville, TX

July 2009, November 2008–May 2009 / Contract Technical Writer

Authoring Tools: RoboHelp, Word, Captivate, IconWorkshop, InDesign, Photoshop, SnagIt

- Maintained Web Help and HTML Help
- Delivered 12 application training sessions to business audience
- Performed quality assurance testing for product estimation .NET application
- Created application icons, diagrams, and graphics
- Created computer based training using Captivate
- Converted user guide into standard InDesign book document

Mori Seiki - Irving, TX

June 2009 / Contract Technical Writer

Authoring Tools: FrameMaker, Acrobat, Photoshop

- Incorporated edits and additions to a machine tool training manual

Texas Instruments - Dallas, TX

January 2008–October 2008 and August 1996–August 1997 / Contract Technical Writer

Authoring Tools: SharePoint, Word, Wiki, FrameMaker, Acrobat, Visio, Excel

- Developed engineering process content using Wiki tools
- Performed quality control of engineering data and processes
- Created and executed test cases for analog circuit design software
- Documented static and dynamic models for object oriented software framework (ControlWORKS)
- Wrote user guides and training materials for a semiconductor (wafer fabrication) application using FrameMaker
- Distilled FrameMaker documents into Adobe Acrobat PDF files

Verizon - Richardson, TX

January 2007–December 2007 and October 1994–May 1995 / Contract Technical Writer

Authoring Tools: Captivate, Dreamweaver, Paint Shop Pro, Nvu, Word, Visio, HTML, Project

- Developed Captivate interactive training modules for a project scheduling and resource management application
- Maintained multiple websites for inside and outside plant management applications
- Designed and implemented context help for web services and client server applications
- Tested equipment and transmission system applications for consistency and usability
- Created diagrams, icons, and symbols for network engineering groups
- Wrote a user manual for the yellow pages publishing application using Word

Oracle/MetaSolv - Plano, TX

May 2006–December 2006 / Contract Employee Technical Writer

Authoring Tools: FrameMaker, Word, Dreamweaver, ClearCase, ClearQuest, Project, XML

- Designed an API reference using JavaDoc and Web Services Definition Language (WSDL)
- Developed comprehensive product documentation for operations support system (OSS) products, including release notes, administration guide, user guide, setup guide, and developer guide
- Maintained documentation on external customer portal using Dreamweaver

Citigroup - Irving, TX

February 2006–May 2006 / Contract Technical Writer

Authoring Tools: Lotus Notes, Word

- Maintained online reference database using Lotus Notes Domino forms
- Documented business procedures for Sarbanes-Oxley (SOX) compliance
- Used Information Mapping methodology to create job aids and procedures

ExxonMobil - Dallas, TX

December 2003–April 2005 / Contract Technical Writer

Authoring Tools: FrontPage, HTML, Lotus Notes, Word, Paint Shop Pro, PowerPoint

- Developed a strategic information architecture plan for the activities of a global support center
- Wrote system error messages for integration into a security access application
- Created a Lotus Notes database used for a collaboration repository by an international audience (North America, Asia, and Europe)
- Developed and maintained a Windows XP migration project website using FrontPage for the Program Management Organization (PMO)
- Created user guides, training material, and frequently asked questions (FAQs) during the life cycle of a Windows XP migration project

Caremark/AdvancePCS - Irving, TX

March 2003–December 2003 and January 2001–October 2001 / Contract Technical Writer

Authoring Tools: Access, Word, PowerPoint, Lotus Notes

- Developed a Records Retention inventory management database using Access
- Documented ISO 17799 internal security policies and standards
- Contributed to strategic white papers on LDAP and records information management
- Created security articles for corporate newsletter
- Wrote operating procedures for data center consolidation
- Created ISO 9002 procedures for data center operations
- Wrote Lotus Notes knowledge resource process documents

- Designed procedures in automation of pharmacy benefits network

[Atmos Energy/TXU Energy - Dallas, TX](#)

January 2002–March 2003 and May 1989–May 1990 / Contract Technical Writer

Authoring Tools: Lotus Notes, PowerPoint, Word, Excel

- Documented Visual Basic/SQL application (Retail Energy Management System)
- Designed electronic database of natural gas business concepts for management analysis using Lotus Notes
- Performed system, user, and stress testing on application enhancements
- Created project tracking report using Excel
- Wrote a network software installation guide
- Supported engineering department with end user software and PCs
- Conducted LAN training classes

[Metricom - Plano, TX](#)

March 2000–January 2001 / Contract Technical Writer

Authoring Tools: FrameMaker, Visio, Acrobat

- Wrote a wireless data network deployment guide using FrameMaker and Acrobat
- Created online help for Remedy/Oracle trouble ticket and circuit provisioning applications
- Designed network diagrams and process flows using Visio

[Sysco Foods/FreshPoint - Addison, TX](#)

March 1999–March 2000 and August 1997–February 1998 / Contract Technical Writer

Authoring Tools: FrameMaker, RoboHelp, UIM, Word

- Created an online (CD) guide using RoboHTML with cascading style sheets (CSS)
- Developed AS/400 programmer reference help using RoboHelp
- Created AS/400 UIM online help
- Created quick reference cards for a produce distribution application
- Wrote an information technology strategic directions paper
- Developed a technical support reference guide

[Carestream Health/Kodak Health Imaging - Richardson, TX](#)

September 1998–March 1999 / Contract Technical Writer

Authoring Tools: FrameMaker, Acrobat, SGML

- Created service documentation for digital imaging and radiology applications
- Wrote service bulletins and modification releases for digital image management applications
- Maintained electronic publications on intranet website

[Virtual Village - Dallas, TX](#)

June 1998–September 1998 / Contract Technical Writer

Authoring Tools: PowerPoint, Proprietary CBT tool

- Implemented C++ Computer Based Training module using web-based CBT tool
- Created C++ prototype using storyboard technique with PowerPoint

[Previous Companies](#)

Southwest Airlines, IBM, American Airlines, AT&T, Tenneco Oil, Chevron