

# RICHARD ALAN BURNHAM

Wise Words Information Solutions Ltd, February 2008

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**Nationality:** British  
**Health:** Excellent

**This is a generic document. Please send me the job specification for a specific requirement, so that I can record my relevant experience on Page 1.**

## Profile:

**Consultant offering technical and business writing and documentation, process and requirements analysis, training and user interface testing.** I have been freelance since February 1993.

I have 15 years of experience as a technical author, process analyst and documentation consultant, including operations manuals, business procedures, installation and user manuals, training materials, functional and requirements specifications, test scripts, white papers, Internet and intranet pages, online help, style guides and templates and technical documentation.

Businesses I have worked for include software engineering, electronic commerce, media, computer systems, engineering, patent office, government and police, telecommunications, public utilities, scientific and industrial systems, pharmaceuticals, railway contractors, retail, insurance and financial.

I can work on site in the UK, or from my office for overseas companies, and can travel as required. I have a fully-equipped office, including Windows and Linux systems on a network, a wide range of document-processing and graphics software, Internet access, printing, scanning and fax. I am very experienced in Word, Visio and other Microsoft Office applications up to the 2007 versions. Wise Words is a Microsoft Partner.

## Special experience:

- I have a long record of working efficiently and autonomously, from the initial analysis of document requirements through creating document sets to delivering well-edited documentation both on paper and online.
- I have worked with many different personnel, including senior management, engineers, technical architects and developers, support, business users and customers. I am aware of the pressures on staff time, and I use preparation and interview techniques to minimise my demands on it.
- I have strong research and analytical skills, and excellent communication skills and command of the English language demonstrated in a wide variety of work for both technical and non-technical readers. Samples are available.
- I have experience across the full range of documentation, including user and training manuals, business processes and operations, technical documentation to architecture and code level, customer-oriented writing, editing, formatting and indexing documents, and preparing templates to customer requirements.
- I take a creative and innovative approach based on the idea that all deliverables are solutions to make life and work simpler for the user.
- I have defence SC clearance (BAE Systems) and police clearance (West Yorkshire Police).
- I have an IT degree.

## **Main projects (reverse order, back to February 1993):**

- Serco Assurance, Dorset (Oct 2007 – Feb 2008):** User and administrator documentation and Help files for asset management system (RoboHelp, Freemind, HTML, security clearance.)
- A web development company (Oct 2007):** Administration manual for local history web site and content management system.
- West Yorkshire Police, Wakefield (May - Aug 2007):** Analysis of gaps in documentation and creation of process documents for IT Support, on introduction of new ITIL-compliant Service Management system (Hornbill Supportworks, Lotus Notes, police security clearance).
- Alfred McAlpine Business Systems, Barrow in Furness (Feb – May 2007):** Operations documents for transfer of outsourcing for BAE Systems Submarine Solutions (SC security clearance).
- Reuters, London (Jan – Dec 2006):** Technical documentation (chiefly installation guides and operations manuals) for hosted financial applications. Implementation of team intranet. (Visual SourceSafe, Sharepoint, FrontPage)
- GlaxoSmithKline, London (Oct – Dec 2005):** Procedures relating to update and validation of data for global user directory; online learning course for Human Resources personnel. (Docent, Lotus Notes.)
- Aspen Re, London (May - July 2005):** Policy and procedure documents and other documentation for a new IT department in an insurance/reinsurance company: Security, Acceptable Use Policy, roles and responsibilities, service management and support, exceptions, disposals etc.
- A forestry and land management company, Lancashire (Dec 2004 – May 2005, and Aug - Nov 2002):** Safe Working Methods and manual in tree management for power lines. Templates and help files for forestry management plans and grant applications. Quality, environmental and safety procedures relating to ISO9001 / ISO14001 / ISO18001 across the full range of company activities.
- A resort in South Africa (April 2005):** Marketing documents.
- Sperry Rail International, Hampshire (Dec 2004 – March 2005):** Technical documentation and procedures for an ultrasonic detection system for damaged rails.
- A voluntary organisation (Jan 2005):** Requirements specification for web site; roles and responsibilities, policies and procedures (voluntary work).
- Mitsubishi Securities International plc, City of London (Nov 2004):** Functional and technical documentation for a risk management system for financial derivatives trading (Java, C++, Sybase).
- E.ON/Powergen, Nottingham (July – Sept 2004):** Quality assurance and documentation for in-company software distribution (Active Directory, SMS).
- HM Department of Health, London (April - June 2004):** Operations and troubleshooting manual for correspondence handling (business procedures, Lotus Notes, Oracle).
- European Patent Office, The Hague, Netherlands (July 2003 - March 2004):** Manuals for developers, administrators and end users of software for handling patent applications; functional and technical specifications (Java, XML, DB2, WebSphere).
- Yorkshire Key Services Ltd., Yorkshire (Jan – June 2003):** White paper, functional specification, marketing materials and tenders, templates for project documents and a document control system.
- Alltel Mortgage Systems, Bingley (May - Jul 2002):** Member of a team planning the deployment phase of a new system, creating procedures for the cutover process.
- WordBank, London (Apr 2002 – July 2002):** Editing of documents based on Dutch originals
- Modem Media, London (Apr 2001 - Mar 2002):** Technical documentation for major e-commerce site (HTML, Java, ATG Dynamo). Documentation of GUI objects, mapping of content to database, architectural documentation.
- PsyTechnics Ltd, Ipswich (Mar - Apr 2001):** User manuals for engineers and white papers for signal-processing and analysis software (PESQ) in the telecoms industry.
- Financial Objects plc, Halesowen (Jan - Mar 2001):** Developer's guide and white paper for online banking application (VB and distributed technologies).
- Unilever, Port Sunlight (Jul – Aug and Oct-Dec 2000):** User help and content (HTML pages) and technical documentation for intranet sites (HTML, PL/SQL, Panagon, various scientific tools).
- Crowcon Detection Instruments Ltd, Abingdon (Sept - Oct 2000):** User guide, installation instructions and technical documentation for gas and fire detection instrumentation.
- A software company (Jun - Aug 2000):** Help files for an accounting package.

**WebRewards**, London (Mar - May 2000): API-level technical and integration documentation for developers and partners of a web site (Java, HTML, SQL, Oracle, German).

**Coral**, Woking (Nov 1999 - Mar 2000): Technical documentation of the database and back office system of an e-commerce site (4th Dimension, SQL, Oracle, Italian).

**Rail Europe**, London (Oct 1999): API-level technical documentation for developers of an invoicing system for rail tickets (Java, SQL and Oracle).

**Entranet**, Goring-on-Thames (Aug - Sep 1999): Marketing documents for an online commerce solution for the financial services industry (Java and XML).

**Yorkshire Electricity**, Leeds (Jun - Aug 1999): Manuals for business users of two database applications related to deregulation in the power industry.

**AGENCY.COM / Online Magic**, London (Oct 1998 - May 1999): 'Reverse engineering' of the Web / e-commerce sites of an international news magazine and a business information service. Technical and management documentation of one site at code level and both at functional level. White-paper level documentation for customers of a Web-usage statistical service. Involved HTML and C/C++ code, Index+ and a proprietary database/web server interface.

**Scottish Power / Manweb**, various locations (Jun - Oct 1998): Training manuals and business procedures for Work and Assets Management System based on Mincom's MIMS, for a power and water utility group.

**Avon Cosmetics Ltd.**, Northampton (Feb - May 1998): Training materials, user manuals and technical documentation for Business Intelligence System based on data mart and Cognos Impromptu and PowerPlay.

**Byte Ryte bv**, Utrecht, Netherlands, for **Origin bv**, Eindhoven, Netherlands (May - Dec 1997): User manuals, service levels, white papers and other work in connection with Intranet and Internet services (e.g., DNS, dial-up services, IP/SNA gateway and firewalls).

**AT&T Istel**, Redditch, Worcs (Aug 1996 - Apr 1997, Nov 1995 - Mar 1996): Software specifications, on-line help, developer's manual, installation notes, technical documentation and training delivery for two releases of a developer's tool for The Insurance Trading Exchange Ltd. Also Web pages for AT&T Insurance Services and software testing and creation of printed output forms using CorelDraw. (C++ and Visual Basic).

**Amdahl (Netherlands) for KLM Royal Dutch Airlines** (Apr - Jul 1996): Operations and reference manuals and other documents for a company-wide software control and distribution service using Enterprise Desktop Manager (MVS/TSO, OS/2 and Windows).

**Digital Equipment Co. Ltd.** (Apr - Oct 1995): Functional specifications, on-line help, marketing and World-Wide Web documents for file system for OpenVMS (C code).

**GPT Ltd.** (Aug 1994 - Apr 1995): Test, technical and requirements specifications for payphones under Windows and VAX VMS, help screens, automation with Word macros.

**Siemens Nixdorf/PowerGen**: Training modules for accounting software.

**Perkin-Elmer Ltd.**: User manual for infrared microscope.

**Rhône-Poulenc Rorer Ltd.**: User manuals, technical documentation, help screens and training programme for a scientific database written in Visual Basic and Excel.

**British Coal**: Executive curricula vitae.

**Siemens Nixdorf/Superdrug Stores Ltd.**: User manual for Electronic Point-of-Sale software.

**Training Systems Ltd.**: Scripts and recording of audio-visual training materials.

#### **Other projects (not in chronological order):**

**Sedgwick Group plc (insurance brokers), Unipart Group, Catalyst Training, Discovery Computer Training, Surrey County Council, Mistral Group Ltd., HM Prison Shrewsbury** and others: Training, training materials and consultancy in Windows, Word for Windows, Excel, Ami Pro, 1-2-3, Lotus Notes, Organiser, cc:Mail, client-server systems, computer appreciation and a bespoke financial system.

#### **Technology used includes:**

**Technical writing tools:** MS Office (Word for Windows, Powerpoint, Excel, Access), Adobe Acrobat, Lotus Word Pro, WordPerfect, Help tools (Windows and HTML Help, HDK), DTP (FrameMaker, Page Plus), graphics (Visio, Paint Shop Pro, CorelDraw), Web site and online learning tools (FrontPage, Sharepoint, Docent, etc.), version control (Visual SourceSafe, CVS, PVCS), Wiki

**Operating systems:** Windows Vista / XP / 2000 / Me / NT / 98 / 95 / 3.11, Linux (Ubuntu), MS/DOS, VMS,

MVS/TSO, VM/CMS, UNIX

**Languages:** Java, C and C++, VB, HTML, XML, SQL, Javascript, Pascal

**Applications:** Hornbill Supportworks, MS Project, Active Directory, Systems Management Server, Cognos Impromptu and Powerplay, Enterprise Desktop Manager, SQL, Oracle, Index+, Lotus 1-2-3, cc:Mail, Lotus Notes, communications software, 4D, Apache, IIS, firewalls

### **Qualifications:**

MSc in Computation (software engineering), Oxford University, 1987  
Thesis: "The specification of security in distributed computing systems"

PhD in Inorganic Chemistry, The Queen's University of Belfast, 1973

MA in Chemistry, Class II Hons, Oxford University, 1970

### **Languages:**

**French, German:** some conversational knowledge

**French, German, Dutch, Spanish, Italian:** reading knowledge

**Russian, Arabic, Latin languages:** basic knowledge

### **Memberships:**

Member of the Institute of Scientific and Technical Communicators

Fellow of the Royal Society of Chemistry, Chartered Chemist

Member of the Institution of Analysts and Programmers

Member of Professional Contractors Group Quality Systems

### **Previous employment:**

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|------------------------|--|
| Feb. 1992<br>-Jan 1993 | Technical Author, Active Computer Publishing Ltd., Bracknell.<br>One of the two original technical authors of the company. I prepared training course packages (on paper and diskette) covering a wide range of computer applications.   |
| 1986-91                | Assistant Professor in Chemistry, Sultan Qaboos University, Sultanate of Oman<br>Prepared, administered and delivered lecture and laboratory courses; prepared many course materials including paper documents, laboratory manuals, computer programs and videos.<br>Part-time responsibility in Computer Centre, where I developed IT training courses for students and all categories of staff, and managed the Chemistry Department computing facilities.<br>(Sept. 1991 - Jan. 1992: travelling abroad and resettling in U.K.) |
| 1985-86                | MSc course in Computation, Oxford University   |
| 1985                   | Temporary Lecturer in Science, Dunstable College, Dunstable, Beds.   |
| 1984                   | British Council Resettlement Fellow, Inorganic Chemistry Laboratory, University of Oxford  |
| 1977-84                | Lecturer (1977-81), Senior Lecturer (1981-4) in Chemistry, Chancellor College, University of Malawi (Autumn 1981: Visiting Scholar, Department of Chemical, Nuclear and Thermal Engineering, University of California, Los Angeles, USA)   |
| 1976-77                | Research Chemist (batteries), Ever Ready Central Research Labs, London   |
| 1974-76                | Postdoctoral Research Associate in Electrochemistry, University of Newcastle upon Tyne   |
| 1973-74                | Graduate Apprentice Librarian, University of Durham  |