

Curriculum Vitae – Douglas Armstrong

PERSONAL DETAILS

Name	Douglas Armstrong	Status	Married
Address	16 Poachers Trail Lytham St. Annes FY8 4FF	DOB	06/04/64
		Nat	Scottish
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Tel	+44 (0)1253 732608	Mobile	+44 (0)7931 538981

As a time-served Technical Author with a wealth of experience across many different business sectors, I can add value to any project where quality documentation is required within tight deadlines. I specialise in the revitalisation of incomplete or legacy material, transforming it into commercial-quality web or printed documentation using state of the art publishing tools. I also advise on document publishing strategies and commercial printing issues.

I consider myself particularly suited to roles requiring the candidate to “hit the ground running”, based on my ability to pick up detailed technical knowledge quickly and with a minimum of oversight. , I also have a thorough grounding in most IT hardware and software used in a typical office environment, a good understanding of networking & web technologies and experience of graphic design and 3D modelling techniques.

I have an excellent grasp of written & spoken English, and consider myself to be well motivated, a good performer in team and solo situations, and professional in all aspects of my work. To see examples of my work, please visit <http://www.quikcomputing.co.uk/>.

SKILLS (SOFTWARE)

Adobe	Acrobat, FrameMaker, Photoshop
Microsoft	Windows, Word, Excel, Visio, Visual Studio, ASP.NET, SQL Server, BizTalk
Other	Corel Draw, Madcap Flare, Paintshop Pro, Sony Vegas

BUSINESS EXPERIENCE

• Mobile Telecommunications	• Proof Reading / Copy Writing
• Digital Video Production	• Software Development (VB, C++, C#, Python)
• Manufacturing / Engineering	• Semiconductor Fab Automation
• Mass Spectrometry	• LAN / WAN / IP Technologies
• Enterprise IT Architecture	• Compliance - SOX, ISO 9000, GxP, PCI DSS
• DTP, Graphic Design & Print Production	• Help (Windows, Java, HTML5)
• Legacy Document Conversion	• 3D CAD (Pro/Eng, PTC Creo, AutoCAD)
• Rail / Transport	• NHS IT Systems
• Life Assurance & Pensions	• Structured Authoring (XHTML, SGML)
• Electronic Forms Design (PDF)	• Web Applications & Services

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CONTRACT HISTORY

Feb 17 – Feb 18	Kratos Analytical Ltd - Manchester	Technical Author (Contract)
Researched and developed online HTML5 documentation for mass spectrometer service manual and user guide, with illustrations derived from 3D CAD system and <i>ad hoc</i> equipment photography. <i>Madcap Flare, Photoshop, Visio</i>		
Feb 16 – Jul 16	Birmingham City University	Technical Writer (Contract)
Documented technical architecture, configuration, deployment & support procedures for a series of C# ASP.NET web applications and BizTalk integration applications. Designed new SharePoint library for internal publication of documents. <i>MS Office, Visio, Visual Studio, SharePoint, BizTalk</i>		
Nov 14 – May 15	Harrington Brooks - Manchester	Technical Writer (Contract)
Created a wide range of IT documentation covering SQL databases, support procedures, network diagrams and server configurations. Also developed HTML- based intranet publishing platform. <i>MS Office, Acrobat, Visual Studio</i>		
Jul 14 – Sep 14	Tribal Technology - Sheffield	Technical Author (Contract)
Updated software user guides for web-based NHS application software. <i>Microsoft Word</i>		
Oct 13 – Mar 14	Kratos Analytical Ltd - Manchester	Technical Author (Contract)
Researched and developed online help content for instrument service manual with illustrations derived from 3D CAD system. <i>Madcap Flare, Photoshop, XML, HTML5</i>		
Apr 13 – Jul 13	Talk Talk Ltd - Warrington	Online Content Writer (Contract)
Researched and developed customer-facing online help content for commercial web site. <i>MS Office, Acrobat, Photoshop, Drupal, HTML</i>		
Nov 12 – Mar 13	Laterooms Ltd - Manchester	Technical Author (Contract)
Developed IT procedures & standards documentation for PCI DSS Compliance project. <i>MS Office, Visio, Acrobat</i>		
Jun 11 – Nov 12	Waters plc - Manchester	Technical Author (Contract)
Streamlined and enhanced the business process for creation of qualification documentation. Developed qualification workbooks for laboratory instruments and systems (GxP, ISO 9000). <i>Acrobat, FrameMaker, Visio, MS Office, Photoshop</i>		
Jan 09 – Dec 10	Waters plc - Manchester	Technical Author (Contract)
Developed illustrated end-user documentation and on-line HTML help for laboratory instruments, systems and related add-ons. <i>Acrobat, FrameMaker, Corel Draw, MS Office, Photoshop, RoboHelp X5</i>		
Mar 08 – May 08	DWP - Warrington	Technical Author (Contract)
Designed and produced conceptual documents describing enterprise-level IT (SOA) architecture. <i>Office, Publisher, Acrobat, Visio, Corel X3</i>		

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Jun 07 – Mar 08	CSC - Chorley	Technical Author (Contract)
Developed a series of business-level system guides for a major outsourced NHS IT project. <i>Office, Acrobat, Photoshop</i>		
Aug 06 – Jan 07	DWP - Warrington	Technical Author (Contract)
Designed and produced conceptual documents describing enterprise-level IT (SOA) architecture. <i>Office, Publisher, Acrobat, Visio, Corel X3</i>		
Feb 06 – Jul 06	Amey plc - Preston	Technical Author (Contract)
Developed maintenance manuals, user guides, H&S docs & training guides for rail sector applications. <i>Office, Publisher, Acrobat, Corel X3, Visio</i>		
Sep 05 – Dec 05	Mentor Graphics - Altrincham	Technical Author (Contract)
Developed HTML and cross-platform Java Help for CAD engineering software development team. <i>RoboHelp X5, Office, Acrobat</i>		
Feb 05 – Jul 05	XL Insurance - City of London	Technical Author (Contract)
Developed IT process documentation for financial compliance (Sarbanes-Oxley, Section 404). <i>Office, Acrobat, Visio</i>		
Jul 04 – Dec 04	APT Transtelex - Bristol	Localisation Specialist (Freelance)
Applied updated localisation text to mobile telephone handset user guides (Czech, Polish, Hungarian). <i>FrameMaker, Acrobat, Corel, Visio, Office</i>		
Nov 03 – May 04	BSkyB - Livingstone	Technical Author (Contract)
Developed IT operational documentation for a major CRM project. <i>Office, Visio, Acrobat, SharePoint</i>		
September 03	LTS - Dundee	DTP Operator (Temporary)
Assisting in development of educational material for print and on-line publication. <i>PageMaker, Photoshop, Corel Draw, Acrobat</i>		
Apr 02 – Jan 03	Brooks PRI - Livingstone	Technical Author (Contract)
Developed programmer's handbooks for semiconductor fabrication automation (C++ API). <i>FrameMaker, XML, Office, Acrobat, Photoshop, RoboHelp Office, Corel Draw</i>		
Feb 01 – May 01	Acomarit UK - Glasgow	Technical Author (Contract)
Designed and produced documentation describing an SQL database schema. <i>Visio Pro, Office, Acrobat, UML</i>		
Jun 00 – Jan 01	Accrue Software - Stirling	Technical Author (Contract)
Developed on-line documentation suite for high-performance database engine (Python API). <i>FrameMaker, Visio, Office, Acrobat, Corel Draw</i>		

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Jan 99 – Jun 00	One2One - Borehamwood	Technical Author (Contract)
Developed ISO-compliant documentation for LAN/WAN infrastructure projects. <i>Visio, Office, Acrobat</i>		
Mar 98 – Oct 98	Tektronix - Central London	Technical Author (Contract)
Developed end-user guides for commercial hardware-based video editing products. <i>FrameMaker, Acrobat, Corel Draw</i>		
Dec 97 – Mar 98	Ionica plc - Cambridge	Technical Author (Contract)
Developed in-house user guides for bespoke network planning application. <i>Word, Corel Draw, Acrobat</i>		
Mar 96 – Oct 97	NCR - Dundee	Technical Author (Contract)
Developed programmer's guides and on-line help for ATM application developers (C++ API). <i>FrameMaker+SGML, RoboHelp, Acrobat, Word</i>		

OTHER EMPLOYMENT HISTORY

Other (1990 - 1996)	Review/Feature Writer (Freelance)
Future Publishing Golden Square, London	Regular contributor to national publications including <i>ST Format, Home Computing Weekly</i> and <i>Falcon Update</i> .
Sep 1987 - Mar 1996	PC Support Analyst (Permanent)
Scottish Amicable Craigforth House Stirling	2 nd and 3 rd line desktop technical support (PC). Certified MS-Mail Administrator/Trainer. Some mainframe (COBOL) and PC (Paradox, Turbo Basic) development work.

EDUCATION

1982 – 1986	BSc Computing Science with Physics
University of Stirling	<i>Computing Science, Physics, Mathematics, Statistics, Env. Science, Philosophy</i>
1982	<i>SCE O Grade - Chemistry, Statistics SYS Cert - Physics</i>
Dumfries Academy	<i>SCE Higher - Modern Studies</i>
1981	<i>SCE Higher - English, Mathematics, History, Physics, Engineering Drawing</i>
Dumfries Academy	
1980	<i>SCE O Grade - English, Mathematics, History, French, Physics, Arithmetic, Engineering Drawing</i>
Dumfries Academy	

REFERENCES

Referee details will be provided on request.

Additional career information and recommendations are available at <http://www.linkedin.com/in/qcomp>.