

Michael Frascinella

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Summary Senior Technical Writer skilled at developing task-oriented installation, configuration, operation, service, and maintenance manuals for semiconductor equipment, quick reference cards for commercial electronic hardware, software applications, and graphical user interfaces (GUIs); also skilled at IT network and equipment rack diagrams, IT backup and recovery plans, technical illustrations, and digital photography.

Skills That Matter

Consulting and Technical Skills

- Learn new tools and technologies quickly; deliver manuals that are well organized, targeted for the audience, complete, and technically accurate; always exceed expectations. Some familiarity with ISO9001.
- Excellent mechanical aptitude; use hands-on testing to write bulletproof procedures; use technical forums frequently.
- Work well with people, a team player, share new techniques with co-workers, have a great sense of humor.
- Developed FrameMaker templates and MS Word document templates and macros for numerous projects.
- Skilled at testing and documenting Windows- and Linux-based graphical user interfaces (GUIs) and web applications.
- Able to generate graphics, technical diagrams, and digital photos.
- Designed and implemented non-commercial web sites (freelance).

Wordsmithing Skills

- Excellent writing, editing, organizational, and graphical skills (e.g., photolithography, microwave broadcast products).
- Knowledge of documentation development processes and template development.
- Have expertise documenting Windows-based graphical user interfaces (GUIs) and web-based applications.
- Pay attention to details (both project and grammar related).

Toolbox

- FrameMaker 12 (authoring, templates), Acrobat XI (PDF files), Photoshop and GIMP 2 (image editing), Visio 2013 (network & rack diagrams), screen capture tools, digital SLR photography.
- MS Office 2013 (MS Word, Excel, Outlook, PowerPoint), MS Word templates, macros, and ribbons.
- Web site design, Cascading Styles Sheets (CSS), HTML editing (NoteTab Pro).
- Operating Systems: very familiar with Windows 8 & 10; familiar with Linux (at Rudolph) and OpenVMS (at DEC).

Career Accomplishments

Consulting Work Web Site Design and Newsletters

Dec. 2014-Present

- Developed and maintained web sites and produced newsletters for local non-profit clients.

Rudolph Technologies/LSG (formerly Azores Corp.) Contract Technical Writer/Consultant

June 2011-Dec. 2014 left due to companywide layoff

- Developed technical manuals (~1500 pages) for several photolithography systems for flat panel display and IC packaging markets.
- Developed the first online documentation method for system manuals.
- Designed FrameMaker templates and Word templates to improve the usability of the manuals.
- Used personal Canon DSLR camera, Photoshop, and GIMP for photographs of system components and control panels.
- Used Windows and Linux screen capture tools to acquire screen shots. Used Visio for technical diagrams and flowcharts.
- Processed product manuals through ECO process for ISO 9001 certification.

Microfinancial, Inc Contract Technical Writer/Consultant

July 2010-Dec. 2010 Contract writing assignment

- Designed Word templates for IT documents.
- Created IT infrastructure and financial data backup manuals for Windows and OpenVMS systems.
- Redesigned internal IT web site; created Visio network diagrams and equipment rack diagrams for IT infrastructure.

Measured Progress Contract Technical Writer

Jan. 2010-Feb. 2010 Short contract assignment

- Created release notes; updated user, training, and quick reference guides for statewide student assessment software; updated product support intranet web pages; developed writer's style sheet.

BEI Networks Contract Technical Writer (part-time)

Sep. 2009-Apr. 2010 contract assignment

- Developed disaster recovery plans and payment card industry (PCI) security policies and procedures for several Massachusetts community college IT departments.

Consulting Work Web Design and Newsletters**Feb. 2009-Sep. 2009**

- Developed and maintained web sites, produced newsletters for local non-profit clients.
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Microwave Radio Communication, N. Billerica, MA Senior Technical Writer, Web Designer (internal use)**Jun. 2006-Jan. 2009** Salaried. Left due to major layoff

- Improved quality of existing FrameMaker templates and reduced printing costs by eliminating redundant appendixes.
 - Created an operator's guide, system overview guide, and installation guide for GUI-based control system for Electronic News Gathering (ENG). Uncovered plagiarism by business partner; this led to a monetary award for MRC.
 - Developed operator's guides and setup cards for several microwave receivers for broadcast news and public safety markets and for a military satellite terminal. Used hands-on testing to develop setup cards.
 - Developed a help system for a TCP/IP router that connects broadcast studio to remote news vehicles via extended LAN.
 - Created technical illustrations from digital photos, screen captures, and CAD drawings
 - Created internal web sites for delivering draft manuals and for training procedures on corporate workflow application.
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Hewlett-Packard Corp., Nashua, NH**Contract Technical Writer: Computer Hardware, Software Manuals, Training Guides, Web Site Upgrades****Jul. 2001-May 2006** Several contract assignments

- Updated software and hardware guides for HP Cluster Platforms using MS Word, Arbortext Epic Editor.
 - Upgraded HP Technical Computing web site to new HP web standards using Dreamweaver.
 - Created Configuration Guides for high-end StorageWorks disk arrays for Tru64 UNIX.
 - Created Operator's, Field Service, and Installation Guides for rackmounted AlphaServer systems.
 - Managed the migration of approx. 100 HP contractors to a new VPN tunneling solution.
 - Updated server hardware training courses with FrontPage; upgraded programming tools web sites with Dreamweaver.
 - Developed MS Word templates for contract agency business proposals.
 - Created user guide for web-based outsourcing application using hands-on testing.
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Compaq Computer Corp., Nashua, NH**Contract Technical Writer: Product Solution Guides, White Papers****Jun. 1999-Jun. 2001** Compaq merged with HP, switched to contracting.

- Developed Business Process Guide for marketing group.
 - Developed business solution guides and white papers for ISP customers.
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Compaq Computer Corp., Nashua, NH**Principal Technical Writer: Technical Manuals, Project Management, Web Publishing****Sep. 1998-Jun. 1999**

- Developed numerous business solution guides and white papers for ISP business solutions, running on Unix, Windows and Linux. Managed the documentation process and other writers, implemented document designs and standards, generated Visio storage rack diagrams. Designed and maintained an internal ISP web site.
 - Developed a set of guides for DIGITAL UNIX printing software using Arbortext ADEPT authoring tool.
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Digital Equipment Corp., Nashua, NH**Principal Technical Writer: Technical Manuals, Project Management, Web Publishing****Mar. 1986-Sep. 1998** Digital merged with Compaq

- Produced performance solution guides for enterprise applications (e.g., PeopleSoft), all operating systems (UNIX, OVMS, WNT), running on PRIORIS and AlphaServer server. Designed and maintained internal web site.
 - Developed CBT courses; online help system for UNIX debugger; performance reports, training and application guides.
 - Key member of writing team that created user and technical guides for DECwindows-based document imaging system.
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Training and Education

- FrameMaker training course at Microwave Radio, N. Billerica, MA, Aug. 2008
- Graphics, Internet, and Web Design Program, New Horizons Computer Learning Center, Nashua, NH, Jan.-Jun. 2006
- Technical training courses on Windows, OpenVMS, and Unix, at DEC and Compaq
- B.S. Physics, Adelphi University, N.Y.; graduate courses in secondary education, Boston College, Mass.

Dear Jobspring Boston,

In an e-mail message from indeed.com today, there was a job opening for an experienced technical writer to write and document complex web applications for an enterprise survey management company in North Andover.

This is exactly the kind of work I have been successfully doing and enjoying during my career as a Senior Technical Writer. I thoroughly enjoy documenting complex user interfaces, getting in there, hands-on, and making them as accurate, complete, well organized, easy to understand, and as bulletproof as possible. The following background information will convince you of the benefit of allowing me to work for your client. See also my resume.

My strengths lie in the area of developing user information for high tech commercial electronic hardware and software products. My strongest skills are these: short learning curve and ability to exceed expectations. This I can do for your client as I have done on past projects: apply the writing, organizing, interviewing, hands-on, and technical skills I have acquired to the task of designing and writing user information, ensuring adherence to corporate guidelines, and working in collaboration with co-workers to produce excellent technical documents.

My strongest skills are with Adobe Framemaker, Adobe Acrobat, Microsoft Visio, Photoshop, GIMP, MS Word, PowerPoint, and Excel. I am always eager to learn new tools and technologies, so let's talk further about this opportunity.

For examples of my work, please refer to my web site: www.mafware.com/tech-writing.html. The Technical Writing page provides samples of product documentation that I have completed.

Here are some examples of my unique abilities:

I had been the Lone Technical Writer at Rudolph Technologies in Wilmington, Mass. from mid-2011 until a companywide layoff due to poor sales. My projects involved documenting the software and hardware that operated multi-million-dollar laser-metered photolithography systems, successfully responding to many "customer fire drills," juggling multiple projects, and bringing their manuals into the 21st century. For each system, I managed a dozen manuals totaling about 1500 pages.

I successfully convinced management to switch from MS Word to rock-solid FrameMaker for its user manuals and then created well-received FrameMaker templates and formats to make the manuals visually appealing as well as technically accurate and user-friendly. I am also quite adept at MS Word, especially with creating paragraph styles, macros, and ribbons (Office 2010 and later) to increase productivity. I also believe in hands-on testing as essential for producing user information that is as bulletproof as possible.

While contracting at Microfinancial, Inc. in Woburn, Mass. (July to December 2010), I created and updated many IT infrastructure and financial data backup manuals (MS Word) for their IT Department, created network diagrams and equipment rack diagrams with Visio, and initiated the construction of an internal web site. One of the IT engineers once introduced me as his Visio guru.

At the end of a short contract in early 2010 for Measured Progress in Dover, NH, the clients offered statements like "You saved our butts" and "You're at the top of our list." I used FrameMaker, Dreamweaver, Acrobat, and other tools to create or update release notes, software manuals, quick reference guides, and technical support web pages for their public school assessment software products.

The first manual I wrote for Microwave Radio Communications (MRC) in 2006 was so well received that A BUSINESS PARTNER PLAGIARIZED IT. This was an operator's guide for a complex, software-controlled, microwave antenna control system. After notifying management, my discovery allowed MRC to demand a monetary compensation. I was then converted from a contractor to a permanent employee.

During nearly three years at MRC, I successfully used FrameMaker, MS Word, Acrobat, Photoshop, Visio, Snagit, Illustrator, and other tools to produce high quality manuals for graphical user interfaces for microwave broadcast equipment. I also initiated a change that reduced the page count and printing costs for all manuals.

At your request, I can offer business references. Let's talk soon.

Yours,

Michael Frascinella

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