

Ken Davies

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Current Status: Actively seeking new opportunity and part-time studies

Ken Davies is an accomplished technical author who has worked on writing projects addressing a range of user requirements. Thriving on handling technical information, he has applied his expertise to a wide-variety of software fields, such as geospatial data, application development tools and system security. Ken has strong communication and analytical skills. He has formed solid working relationships with both development and business teams. He is a dedicated and tenacious professional.

Selected Achievements

- Created documentation for all key products at specialist software companies.
- Boosted document usability by harnessing knowledge from business groups, performing software testing, and cross-checking data with multiple technical experts.
- Fostered customer relationships through timely delivery of requested document updates.
- Provided technical material in a front-office marketing role to promote technology.
- Created high-level L3 support user manuals for ScanMail for Microsoft Exchange.
- Formed working relationships across multiple cultures in the UK and Taiwan, and for a US-based global team.
- Written for a range of user levels from complex API-level guides to highly interactive help systems.
- Managed documentation processes and maintained writing standardisation.

Skills

Key Tools: FrameMaker, Word, Adobe products, Photoshop, Paint Shop Pro, Visio, PowerPoint.

Project Management: Agile and IBM RUP frameworks.

Foreign Languages: Mandarin Chinese and Japanese at intermediate level.

Key Technologies: Web services, Java and Object-Oriented methodologies, Oracle technologies, J2EE, BPEL, TCP/IP and DNS, CPU and motherboard design, XML, web services, Microsoft Exchange APIs, SQL, Windows server configurations, database architectures, code-regeneration tools, multimedia systems, GIS concepts.

Employment

Technical Author: April 2010 - October 2010

Technical Author at Synectics Systems, Sheffield, England.

Duties:

Produced manuals for specialist software solutions covering networking, video and Java-based GUIs.

Revamped documentation for key products to enhance user experience.

Wrote content through collating information from site engineers, developers and sales teams.

Created document templates.

Tested software user interface operation and suggested improvements.

Technical Author: 2007 - 2009

Technical Author at 1Spatial Limited, Cambridge, England.

Duties:

Produced and maintained user manuals for GIS-based products and national mapping agency projects.

Worked with Java-based environments including libraries, Java docs, J2EE, Java logging and object-oriented design.

Wrote material for a variety of technical users, including API information for SDKs and installation guides.

Revamped existing web help projects and created new single-source help systems.

Ensured that writing processes and projects were accurately planned and tracked using scrum methods.

Worked closely with QA and support teams to test software procedures for correct operation.

Updated the writing style guide and suggested changes to document standards.

Technical Author 2004 - 2006

Technical Author at Trend Micro Incorporated, Taiwan.

Duties:

Researched technologies in development by interviewing Subject Matter Experts and testing the software.

Provided content on product troubleshooting and system analysis.

Wrote advanced support training documentation to be used by the global training team.

Contributed to in-house writing style and standards development.

Worked as part of an international team based in the US.

Marketing Specialist 2002 - 2004

Marketing specialist at the international marketing team of VIA Technologies, Taiwan.

Duties:

Produced marketing literature comprising of press releases, sales team presentations, product positioning documents, operating guides and web page content.

Published a newsletter and managed its subscriptions.

Employment (Cont)

Technical Author 1997 - 2000

Technical Author at the Syscom Group, Taiwan (became lead Technical Author in 2000).

Duties:

Produced user guides and training manuals for all software products in accordance with release schedules.

Wrote marketing data sheets to assist distributors in product promotion.

Contributed to in-house writing style and standards development.

Recommended process improvements.

Credit Analyst 1995 - 1996

Credit analyst at American Express Europe, Brighton, England.

Duties:

Negotiated outstanding payments with card members.

Raised credit limits of eligible American Express customers.

Freelance Work

Technical Author 2010

Layar BV, Amsterdam, Netherlands.

Duties:

Designed the wiki structure for a mobile browser product used on Google Android and the iPhone.

Performed audience analysis and recommended wiki solutions.

Gained knowledge of mobile technology and advanced web APIs.

Technical Author 2007

Ringline Corporation, Taiwan.

Duties:

Designed and wrote a user guide for a mobile phone jammer product for military use.

Professional Training

April 2010 (ongoing) Microsoft MTCS in .NET Framework and SQL Server 2005

Qualifications

June 1995 BSc (Hons) 2:2 in Information and Business Systems Technology, University of Essex

June 1991 2 GCE A-Levels

June 1989 8 GCSE O-Levels (including distinction in English Oral)