
Douglas S. Clowes

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SUMMARY:

Seeking a technical writer position that benefits from experience:

- Using writing tools, HTML, JavaScript, and XML for documentation with hardcopy and/or online output
- Working with engineering development teams
- Managing and scheduling documentation projects
- Researching documentation standards
- Contributing to QA review of products
- Building “product image” consensus with engineering, marketing, and management

TECHNICAL SKILLS:

Writing	Online	Programming	OS	Business
FrameMaker MS Word QuickSilver	Acrobat HTML Help RoboHelp	HTML/ JavaScript XML/XSLT Java	UNIX Windows	MS Office MS Project Visio

WORK EXPERIENCE:**StreamBase Systems, Inc.**

Lexington, MA

Contract Writer

2011

StreamBase Systems uses Complex Event Processing (CEP) to reduce data infrastructure demands through real-time correlation and analytics. They provide both CEP development products for in-house solutions and global CEP services for companies around world.

- Review case study portfolio
- Extract success data from meeting notes
- Deliver concise success stories

Tim Rosa Associates

Newton, MA

Technical Writer

2009

Tim Rosa Associates is a specialized communications company that uses its 3-D Process™ for delivering targeted communication solutions for companies and products.

- Provided project-based services
- Researched Help Authoring Tools for migrating client help systems to industry-standard formats
- Developed targeted feature matrix for relevant tools
- Delivered decision-point choices for project validation and tool selection

The Clowes Fund, Inc.

Indianapolis, IN

Director

2007 - Present

The Clowes Fund supports the arts, education, and social parity in New England, Indianapolis, and Seattle by giving seed money to innovative new pilot programs.

- Provide “due-diligence” analysis for metropolitan Boston education funding
- Interface with Boston area education non-profits
- Evaluate program feasibility and effectiveness
- Set foundation ground rules on Finance and Policy committees
- Review grant proposals

Clowes Information Design

Bolton, MA

Technical Writer

2004 - 2007

- Planned and managed hardware documentation projects
- Designed and implemented hardcopy and electronic documentation for hardware and software
- Worked with engineering and field-service teams to generate installation, troubleshooting, and maintenance documentation
- Targeted field-service , system integrator, IT administrator, and end-user audiences
- Generated formal documentation content from SME, engineering, and management source
- Tested procedure integrity on manufacturing prototypes
- Created style guides, terminology lists, and document templates
- Contributed multilayered graphics and technical illustrations
- Integrated product QA and documentation QA into development cycle

Stone Community Computing Center

Somerville, MA

PC Technician/Network Admin/Instructor

2003 - 2004

Stone Community Computing Center provided low-cost computer services to metro-area people and was recognized in 1995 as a model for national dissemination.

- Taught PC Basics and MS Office application courses
- Built and maintained workstations and legacy PCs for distribution
- Helped develop center PC and software policies

Teradyne, Inc.

North Reading, MA

Technical Writer

1998 - 2004

Teradyne is a leading Automated Test Equipment (ATE) manufacturer that produces test solutions for the Semiconductor, Memory, Automobile, and Military/Aerospace industries.

- Led and scheduled hardware, software, and multi-product documentation projects
- Wrote hardware installation, cross-product integration, troubleshooting, and internal-build documentation
- Tested procedure integrity on manufacturing prototypes
- Designed and programmed cross-product help systems for ATE hardware
- Converted hardcopy manuals for military hardware into HTML, PDF, and XML formats for online access
- Developed JavaScript and Jscript help-system enhancements for multi-product and multi-OS compatibility

Mother Caroline Academy

Dorchester, MA

Technology Instructor

1997 - 1998

Mother Caroline Academy serves troubled youth and families in Dorchester, MA.

- Installed, maintained, and upgraded classroom and administrative office networks and PCs
- Taught computer skills, literature, and standardized test preparation

EDUCATION:**Professional Development Classes**

1999 - Present

Classes in Java, JavaScript, XML, and Visual Basic

Various Locations

Certificate in Technical Writing

1998

Software Technical Writing Program, Middlesex Community College

Bedford, MA

B.A. English and American Literature

1989

Brandeis University

Waltham, MA