

Personal Profile

A graduate-level technical communicator with extensive experience of creating technical, training, and marketing publications. With a track record of success in managing documents through the product lifecycle and delivering products on time and to budget, Andrew is a very effective and self-motivated professional who displays reliable organisational abilities, attention to detail and a high degree of creativity.

Employment/Career History

AAM Design Limited

Freelance Technical
Communications Consultant
1 June 2002 – PRESENT

- **Sony BPRL** (Basingstoke) - produced user manuals for media content management systems.
- **STMicroelectronics** (Bristol) - produced datasheets for TV set-top box integrated circuits.
- **Tandberg TV** (Hedge End) - produced user and reference guides for digital broadcasting equipment.
- **Sensa/Schlumberger** (Chilworth) - designed technical publications and marketing literature for industrial applications of fibre-optic fire detection and environmental control systems.

IBM

Hursley Park, Winchester
6 Sept 2006 - 16 Nov 2006

Information Developer (E-business On-demand Software)

Wrote structured (DITA/XML) documentation for e-business messaging and transaction processing software. Resigned to pursue freelance/contract business opportunities.

Thales Contact Solutions

(Now NICE CTI Systems)
Hedge End, Southampton
15 Mar 2001 - 25 May 2002

Senior Technical Author (Communications Recording)

Produced and maintained system documentation and online help for software applications and networked communications recording systems used in the wholesale trading, call centre and public safety markets. Made redundant when company sold to NICE CTI Systems.

Eurotel Telecom Ltd

St. Georges Street,
Winchester
10 Jan 2000 - 29 Jan 2001

Technical Author (Telecommunications)

Wrote and illustrated user, installation and servicing guides for telephone least-cost routing systems. Solely responsible for conceiving, designing and implementing small company intranet. Made redundant when company went into receivership.

NTL

Crawley Court, Winchester
16 Jun 1999 - 24 Dec 1999

Technical Communications Consultant (Digital Broadcasting)

Six-month contract with **TMS/Parity**. Responsible for all Broadcast and Radio Communications Division documentation. Designed a system manual template for all UK Digital Terrestrial TV transmission systems.

News Digital Systems

(Now TandbergTV)
Eastleigh, Southampton
21 Aug 1995 - 27 Feb 1998

Technical Author (Digital Broadcasting)

Wrote and illustrated manuals for operators and servicing engineers of MPEG-2 Digital Encoding equipment. Designed a system manual template for all broadcasting transmission systems. Introduced indexing and online publications (PDF) for all manuals.

Racal Recorders Ltd

Hardley, Hythe
19 Mar 1990 - 11 Aug 1995

Senior Technical Author (Instrumentation & Communications Recording)

Produced manuals for system managers, operators, and service engineers of instrumentation and communications recorders. Team Leader – using contractors and in-house staff – for project managing reel-to-reel, video, and solid-state computer-based recorders through their development lifecycles. Assisted the manager in coordinating translations, setting up a modern house style, writing quality procedures to enable this new technical publications department to successfully attain ISO 9001.

Schlumberger

Technologies Ltd,
Ferndown, Dorset
14 Aug 1989 - 12 Mar 1990

Acting Senior Technical Author (Automatic Test Equipment)

Responsible for running a small publications department of three people, and for liaison with contractors, agencies, and translators. Produced manuals for system managers and operators of circuit board automated test equipment. Headhunted by previous Manager.

Howard Engineers Ltd

North Cross Street, Gosport
11 Nov 1985 - 11 Aug 1989

Technical Author (Military Communications & Instrumentation)

Authoring 'apprenticeship' as part of a large team writing manuals for satellite communications, sonar, radar, weapons and aircraft instrumentation, written to (UK / US) military specifications (JSP180, AESP, AvP70, NWS10/NES40 and MIL-M-63000). Later, as a team leader, responsible for writing proposals/bids for publications contracts in excess of £1M and for project managing a large (20+) team producing training materials for a six-month-long course for earth station personnel.

Marconi Defence Systems

Stanmore, Middlesex
3 Sept 1984 - 31 Oct 1985

Graduate Engineer (Satellite Communications)

Designed and constructed prototype test equipment for ship-borne satellite communications equipment and antenna servo-controlled mechanisms, and wrote proposals/bids for engineering contracts.

Education & Qualifications

Sept 2005 – Oct 2005 Evening Class	CGLI 2377 - Portable Appliance Testing Highbury College of Technology
April 2005 – July 2005 Evening Class	CGLI 2381 - 16th Edition Wiring Regulations (BS7671:JUNE 2001) Highbury College of Technology
Sept 1989 - June 1990 Evening Class	CGLI 536-2 - Technical Authorship Highbury College of Technology
Sept 1981 - July 1984 Full Time	CNAA degree of BSc (2ii) Honours - Electrical and Electronic Engineering Sunderland Polytechnic
Sept 1979 - July 1981 Day Release	TEC Certificate (II and III levels) - Electrical and Electronic Engineering Hull College of Further Education
Sept 1973 - May 1978 Full Time	GCE O-levels: English Language, Mathematics, Art, History, Integrated Science. CSEs: English, English Studies, German, French, Art & Design. GCE A-levels: Mathematics, Physics, Chemistry, General Studies.

Training Courses Attended

Microwave Theory & Techniques, Classical & Modern Control Theory, Satellite Communications, Time & Priority Management, Online Publishing, TV Principles, MPEG-2 Digital TV, Telephony Routing, Advanced RoboHelp, Microsoft Outlook, HTML 4, EDMS & XML, and Structured Documentation using DITA.

Software Applications

Highly proficient (*) or have a good working knowledge of:

Arbortext: Epic Editor 4.3.1.

Adobe: Acrobat 7*, FrameMaker 7.2*, Illustrator 10*, InDesign CS3*, PageMaker 5, Photoshop 7*.

Corel: CorelDraw 12*, PhotoPaint 12*, Ventura 8*.

JASC: PaintShop Pro 7*.

Macromedia: Dreamweaver 3, FireWorks 3, RoboHelp Office 9*.

Microsoft: Project 2, Access 2003, Excel 2003, FrontPage 2003*, Outlook 2003*, PowerPoint 2003*, Visio 2003*, Word 2003*.

Quark: QuarkXPress 4.

Professional Institutions

Member of the Institute of Scientific & Technical Communicators (see www.istc.org.uk) and tutor for the ISTC Open Learning Course in Technical Authorship.

Personal Interests

Swimming (county swimmer and lifeguard), acoustic/electric guitar (semi-professional musician), skiing, camping, yoga, reading, creative writing, drawing and watercolour painting, digital photography and web design (see www.aamdesign.co.uk).

Contact Details

80 Heath Road, Locks Heath, Southampton, SO31 6PJ
01489 605337 ■ 0775 9867516 ■ andy.moore@aamdesign.co.uk
References available on request.