



Jon Hertzig
Business and Technical Writer
Electric Ink LTD

Address 35 Porritt Avenue
Mt Victoria
Wellington 6011

Phone (04) 976-3137
(021) 612 554

Email jon@electricink.co.nz

Web <http://electricink.co.nz>

SUMMARY OF SKILLS

- ◆ Over 20 years experience writing and editing a range of technical and business documentation
- ◆ Track record of success helping international and local, high-profile, private and public-sector organisations
- ◆ Expert with policy and procedures for government and business
- ◆ Guru at documenting systems and applications from detailed specifications through web-based help
- ◆ Extensive financial background, including several major banks and Wall Street entities
- ◆ Versed in several software systems
- ◆ Experienced at plain-English editing
- ◆ Certified in Information Mapping®

PROFESSIONAL EXPERIENCE: RECENT SUCCESSES

Organisation	WETA DIGITAL
Dates	April 2008 — present
Project	Documenting 3D-imaging software for the film industry
Key Responsibilities/Achievements	<ul style="list-style-type: none">◆ Created a format for and wrote a Quick Start Guide, Reference Guide, and series of self-guided tutorials, for 64-bit Linux-based inhouse software to paint textures on 3D models for feature films.◆ Worked with developers to create auto-generating HTML and PDF output from OpenOffice ODT files.

Organisation	OPENCLOUD
Dates	November 2007 — present
Project	Developing a documentation portal for multi-national telecommunications company
Key Responsibilities/Achievements	<ul style="list-style-type: none">◆ Researched and recommended a solution for making documentation more accessible to major clients (such as Vodafone and Motorola): an online enterprise wiki, using Confluence.◆ Corresponded with wiki, plug-in and documentation experts to resolve issues around using Confluence for a documentation portal.◆ Designed portal, created macros, added approval plug-ins, tweaked graphics and coded templates.◆ Formatted, edited, restructured and rewrote documentation.

Organisation	MINISTRY OF JUSTICE
Dates	September 2008 — present
Project	Institute of Judicial Studies (IJS) conversion of benchbooks to Webhelp
Key Responsibilities/Achievements	<ul style="list-style-type: none">◆ Consulted to help resolve issues using RoboHTML, Word, and a custom-developed command-line tool, to convert documents to a user-friendly format for judges to access on the MoJ intranet.



PROFESSIONAL EXPERIENCE: RECENT SUCCESSES (continued)

Organisation	TELSTRA-CLEAR
Dates	October — November 2008
Project	Rewriting DMZ Messaging Administrators Guide
Key Responsibilities/Achievements	<ul style="list-style-type: none">◆ Rewrote, desktop-published, and updated Administrators Guide for customising email security software.

Organisation	WRITE GROUP
Dates	2001 — 2008
Project	Plain-English editing, rewriting, and formatting documents for business and government, including:
Clients	<ul style="list-style-type: none">◆ Prime Minister's Office◆ Ministry of Education◆ NZSIS◆ NZ Fire Service◆ NZ Business Round Table◆ Department of Building and Housing◆ ITPNZ◆ Contact Energy◆ Office of the Auditor General.

Organisation	WAVELENGTH / TRANSPOWER
Dates	July — October 2007
Project	Developing instructional design material for Transpower's new market system
Key Responsibilities/Achievements	<ul style="list-style-type: none">◆ Attended and facilitated scoping sessions with trainers and subject matter experts from Transpower and Fronde (who were helping to develop the user interface) to gather structure and topics.◆ Drafted self-study guides and assessments through multiple iterations with instructional designers, trainers, subject matter experts, editors and graphic designers.◆ Developed templates for the instructional design team and reviewers.◆ Reviewed and coordinated the work of other instructional designers.

Organisation	BANK OF NEW ZEALAND
Dates	September — March 2007 (3-month contract, repeatedly extended)
Project	MDE Frontline: a major upgrade to the technology in branches throughout New Zealand, to a Windows XP interface using a "Managed Desktop Environment"
Key Responsibilities/Achievements	<ul style="list-style-type: none">◆ Documented all phases of the System Development Life Cycle (SDLC):<ul style="list-style-type: none">▪ High-level and detailed system design specifications▪ Visio diagrams of complex business processes▪ Implementation processes and procedures▪ Comprehensive reference for ongoing support▪ Handover documentation.◆ Developed Word template with toolbar, macros, autotext, programmed navigational header, auto-updating variables and online help for project documentation.◆ Initiated systems for standardising, monitoring status, and managing documentation resources.



PROFESSIONAL EXPERIENCE: RECENT SUCCESSES (continued)

Organisation	WELLINGTON CITY COUNCIL
Dates	2004 — 2007
Project	Developing deskfiles, procedures, and standards for Parks & Gardens business unit
Key Responsibilities/Achievements	<ul style="list-style-type: none">◆ Developed format for deskfiles using Information Mapping® template.◆ Interviewed employees, supervisors, and staff to gather requirements and fully document roles.◆ Documented business processes and procedures.◆ Wrote standards for the WCC intranet.

Organisation	STATE SERVICES COMMISSION (SSC)
Dates	2004 — 2006
Projects	<ul style="list-style-type: none">◆ Drafting a major upgrade to the E-government Interoperability Framework (e-GIF)◆ Drafting the 2006 Equal Employment Opportunity (EEO) Progress report◆ Editing technical policy documents for the E-Government Unit (EGU)
Key Responsibilities/Achievements	<ul style="list-style-type: none">◆ e-GIF:<ul style="list-style-type: none">▪ Sole writer appointed to working group, along with Subject Matter Experts (SMEs), SSC consultants, and representatives of various New Zealand Government organisations, to modernise the e-GIF to an international standard▪ Participated in brainstorming sessions to review content and format▪ Reviewed existing documentation and international prototypes▪ Initiated restructuring the document for maximum usability▪ Re-wrote, revised, created graphics.◆ EEO Progress Report:<ul style="list-style-type: none">▪ Analysed and developed recommendations based on detailed brief▪ Reviewed existing documentation and past reports▪ Summarised research and consultation▪ Drafted and revised.◆ Technical policy documents (Trust Authentication, URN Namespace, xNAL, xCIL, etc.):<ul style="list-style-type: none">▪ Edited for plain English▪ Restructured▪ Reformatted▪ Revised.



PROFESSIONAL EXPERIENCE: BY INDUSTRY

Industry	FINANCE
BANKING	<ul style="list-style-type: none">◆ BANK OF NEW ZEALAND: Developed templates, wrote, formatted, and edited design, deployment, support, and handover documentation for a project to upgrade the technology used in BNZ branches. [Wellington: 2006-2007]◆ BARCLAYS CAPITAL: Rewrote and performed Quality Assurance on documents outlining traders' procedures, for internal audit. [New York: 2000-2001]◆ CHASE MANHATTAN BANK: Wrote and formatted HTML pages; and wrote, desktop published, and coordinated printing of quick reference cards; for various online financial systems. [New York: 2000-2001]◆ BANK OF NEW YORK -ESI SECURITIES: Wrote, designed, and desktop published user guide, MS-HTML help, and webhelp for commission budget management program. [New York: 1998-99]◆ CITIBANK: Wrote system overview and online help for International Customer Service Representative procedures for company Intranet; wrote System Administrator manual for international banking system. [New York/Delaware: 1993-94, 96]
TRADING	<ul style="list-style-type: none">◆ GARBAN-INTERCAPITAL: Developed web-based help and quick reference card for fixed income online trading system. [New York: 2001]◆ MARKETXT: Wrote user guides, web-based help, and javahelp for broker, trader, user, and customer service components of after-hours online trading system. [New York: 1999]◆ GLOBAL INVESTMENT SYSTEMS: Created online help version of manual for mutual fund accounting system; designed webhelp prototype for mutual fund shareholder account management system; trained staff in RoboHTML. [New Jersey: 1995-96, 1999]◆ PLAID BROTHERS: Updated online help for investment portfolio management system from 16 to 32-bit; completely redesigned help interface; trained staff in RoboHelp. [New York: 1999]◆ SALOMON BROTHERS: Wrote and desktop published System Administrator's manual for financial reporting system networking database server to front-end Windows, Macintosh, and Workstation interfaces. [New York: 1993]◆ BEAR, STEARNS & CO: Researched, wrote, designed, and produced system design and development specifications, program and system documentation, and user guides for mainframe investment banking applications. [New York: 1987-88]
INSURANCE	<ul style="list-style-type: none">◆ GUY CARPENTER / EQECAT: Wrote and desktop published user guides and online help for catastrophe modelling, program placement, accounting, and contract drafting applications for the reinsurance industry. [New York: 1995-99]
ACCOUNTING	<ul style="list-style-type: none">◆ ASTATA: Wrote and designed web-based help for wireless job tracking, administration, and accounting system. [New York: 2000]◆ ALMALY: Wrote and desktop published user guides for a comprehensive, modular, multi-platform accounting system. [Miami: 1992]



PROFESSIONAL EXPERIENCE: BY INDUSTRY (cont.)

Industry	FINANCE (cont.)
ANALYSIS	<ul style="list-style-type: none">◆ PERSHING FINANCIAL: Created simulations of mainframe-emulation applications, for web-based training, using Authorware. [New York: 2000]◆ NEOVISION: Developed platform-independent, web-based help for graphical financial analysis tool; trained staff in ForeHTML. [New York: 1999]◆ DUN & BRADSTREET: Wrote and desktop published user guides, and designed, wrote, and compiled online help for Windows-based systems for remotely accessing the D&B Information Base. [New York: 1993, 95-96]◆ STANDARD & POORS: Redesigned, desktop-published, and wrote addendum to manual for CD-ROM database of American businesses. [New York: 1995]◆ FINANCIAL TECHNOLOGIES INTERNATIONAL: Consulted to resolve problems in-house documentation department was having with current software and procedures; wrote proposal for new standards. [New York: 1995]◆ LIPPER ANALYTICAL: Wrote and desktop published user guide and prototype online help for client-server based analytic reporting system. [New York: 1994]
	GOVERNMENT
Local	<ul style="list-style-type: none">◆ WELLINGTON CITY COUNCIL: Wrote deskfiles and procedural standards for several roles in the Parks & Gardens business unit. [Wellington: 2004-2007]
National	<ul style="list-style-type: none">◆ MINISTRY OF JUSTICE: Consulting to help Institute of Judicial Studies (IJS) convert benchbooks to webhelp on Justice intranet. [Wellington: 2008]◆ STATE SERVICES COMMISSION: Edited/re-wrote several technical policy documents for the E-government Unit; appointed to a Working Group upgrading the e-Government Interoperability Framework (e-GIF) for New Zealand; drafted the 2006 EEO Progress Report. [Wellington: 2004-2006]◆ LAND TRANSPORT NEW ZEALAND: Revised Vehicle Inspection manuals to current standards, using Word and CorelDraw. [Wellington: 2003-2005]◆ WRITE GROUP: Rewrote, plain-English-edited, and formatted documents for New Zealand Government, including Prime Minister's Office, Ministry of Education, NZSIS, NZ Fire Service, Department of Building and Housing, and Office of the Auditor General. [Wellington: 2001-2008]◆ RESULTTEX: Edited, wrote, and re-wrote technical documents developed for clients including NZ Police and Department of Internal Affairs. [Wellington: 2005]◆ TACTICS: Redesigned manual for Ministry of Social Development's Funding for Outcomes Program; creating business process maps, restructuring and rewriting the document using Information Mapping®. [Wellington: 2007]
International	<ul style="list-style-type: none">◆ UNITED NATIONS: Wrote and desktop published training guides on NetWare, WordPerfect, dBASE, Lotus, and PC/DOS for the United Nations Development Program (UNDP); Managing Editor of quarterly newsletter distributed worldwide; supervised desktop publishing in the Division of Management Information Services. [New York: 1988-90]
	COMMUNICATIONS
Telecommunications	<ul style="list-style-type: none">◆ TELSTRA-CLEAR: Rewrote, desktop-published and updated Administrators Guide for email security software. [Wellington: 2008]◆ OPENCLOUD: Developed a documentation portal, using Confluence enterprise-wiki software. Formatted, edited, restructured and rewrote documentation. [Wellington 2007-2008]◆ LUCENT TECHNOLOGIES / AVAYA COMMUNICATIONS: Revised online help for telecommunications configuration program; desktop published technical manuals for telecommunications hardware and software; wrote user guide and webhelp for online translation checker integrating FrameMaker and Netscape. [New Jersey: 1998-2005]◆ TELECOM: Desktop published complex technical manual for international telecommunications. [Sydney: 1992]
Web portal	<ul style="list-style-type: none">◆ THEGOOEY LTD: Developed web-based online help for internet portal in conjunction with local ISP (iHug). [Wellington: 2001-2002]
Television	<ul style="list-style-type: none">◆ ON2: Compiled web-based help for new technology broadcasting full-screen, television-quality video over the internet. [New York: 2000]◆ MUSEUM OF TELEVISION & RADIO: Wrote and desktop published user guides and System Administrators' manuals for the museum library computer system, integrating Mac/PC/Video technology. [New York: 1991]



PROFESSIONAL EXPERIENCE: BY INDUSTRY (cont.)

SALES & MARKETING

Clients

- ◆ **UNILEVER:** Wrote and designed online help, user guide, and system documentation for account management and field sales promotion system. [New Jersey: 1997-2000]
 - ◆ **THOMAS H. LIPTON:** Customized parent company's user guide and online help for tracking Lipton-specific product sales; trained staff in RoboHelp. [New Jersey: 1995-96, 99]
 - ◆ **GENERAL ELECTRIC:** Created online help for sales, marketing, and inventory systems for GE Supply branches and customers. [Connecticut: 1995-97]
 - ◆ **DYNAMIC SERVICES INTERNATIONAL:** Created online help for publishing company marketing support application; designed and wrote programmers' company brochure. [New York: 1996]
 - ◆ **WESTCON:** Consulted to redesign and resolve problems in creating catalog of products and services produced as a Windows online help file; trained staff and helped implement proposed changes. [New York: 1995]
 - ◆ **APPLIED AUTOMATION TECHNIQUES:** Wrote and desktop published user guides, system specifications, and promotional material on inventory, shipping, quality assurance, and time and attendance systems using portable radio-controlled barcode-scanning computer terminals networked on a UNIX system. [Miami/Tampa/Atlanta/Milwaukee/New York: 1992-94]
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SOFTWARE DEVELOPMENT

Clients

- ◆ **SYTEC:** Developed web-based help for change-control system; wrote and formatted comprehensive user guide for online corporate-rating system. [Wellington 2001-2006]
 - ◆ **ROBOCAST:** Wrote online help and marketing material for new technology that creates user-configurable automatic displays of sequential, linked web pages. [New York: 1998-2001]
 - ◆ **AXSPPOINT:** Wrote marketing material for online XML applications for compressing, retrieving, and sharing vast quantities of information. [New York: 2000]
 - ◆ **MAGITECH:** Wrote online help for MS Exchange Server administration program. [New York, New Jersey: 1998-99]
 - ◆ **XYZT:** Wrote user guide for multi-user, graphical, development system and run-time environment for distributed databases and remote applications. [New York: 1994-97]
 - ◆ **SOFTWARE CORPORATION OF AMERICA:** Created online help for application for remote communications between police patrol cars and station dispatchers. [New York: 1995]
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LEGAL

Clients

- ◆ **CLARK BOARDMAN CALLAGHAN / WESTGROUP:** Wrote and desktop published user guides and quick reference guides for electronically published (CD-ROM) legal reference and practice systems. [New York: 1994-97]
 - ◆ **PB MARKETING:** Desktop published brochures and advertisements for law and accounting firms; wrote user guide for database/marketing tool for legal professionals. [Sydney: 1992]
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PROFESSIONAL EXPERIENCE: BY INDUSTRY (cont.)

OTHER

Clients

- ◆ **WETA DIGITAL:** Documented 3D-imaging software for the motion picture industry. [Wellington: 2008]
- ◆ **LANGUAGEWORKS:** Desktop published translations of technical manuals in multiple languages using FrameMaker, PageMaker, and CorelDraw. [New York: 2002-2006]
- ◆ **CCH-TRADEMARK RESEARCH:** Wrote comprehensive user guide for trademark research query and reporting system. [New York: 2001]
- ◆ **GLAXO PHARMACEUTICALS:** Developed online help for comprehensive system for physicians and hospital staff to keep complete medical records. [New York/Chicago/Raleigh-Durham: 1995]
- ◆ **DAVID WERNER INTERNATIONAL:** Wrote and desktop published user guides, and developed online help for DOS and Windows versions of program for cataloguing music collections. [New York: 1994-95]
- ◆ **BERLITZ TRANSLATION SERVICES:** Desktop published technical manuals in French, Spanish, German, and Italian. [New York: 1993]
- ◆ **COLUMBIA UNIVERSITY:** Wrote manual for minicomputer application managing campus-wide building maintenance; created subsystems for data management and reporting with S/38 utilities; supervised staff using the system. [New York: 1985-87]

SOFTWARE EXPERTISE

- ◆ **ONLINE HELP:** Confluence, RoboHelp/HTML, Captivate, Forehelp/HTML, Doc-to-Help, AuthorIT, Help Writer's Assistant.
- ◆ **DTP:** Quark Xpress, FrameMaker, PageMaker, InDesign, Word, WordPerfect, OpenOffice.
- ◆ **GRAPHICS:** CorelDraw, Illustrator, PhotoShop, Visio.
- ◆ **ELECTRONIC PUBLISHING:** FrontPage, Dreamweaver, Authorware, Acrobat, Folio.

INVOLVEMENT/RECOGNITION

- ◆ Featured as an example of a Technical Communicator on the **NZ Careers** website:
<http://www.careers.govt.nz/default.aspx?id0=1050103&id1=J80344&id2=AE463FFA-7E7F-46DC-BDB9-4E025D454E64>
- ◆ Member, Technical Communicators Association of New Zealand (TCANZ).
- ◆ Authored two publications in *Southern Communicator: The Australia and New Zealand Journal of Technical Communication*.
- ◆ Selected for a 'Voice of the Customer' webinar by Confluence to showcase using their product to produce technical documentation. See <http://atlassian.com/tv>
- ◆ Selected for a case study on the Adaptavist web site to showcase using their ThemeBuilder plugin with Confluence.