

# David M. Brown

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## Summary

**Documentation** Eighteen years designing, writing, editing, and indexing online and printed documentation for software and hardware

**Management** Two years managing three tech writers, five months managing twelve QA specialists, several short-term projects leading two to eight tech writers

## Experience

**President** May 1995 to present  
Brown Inc. Portland, Oregon

- Design, test, and manage development and release of HTML Indexer™ (*www.html-indexer.com*), the professional indexing tool for web sites, intranets, HTML Help, JavaHelp, and other HTML documents
- Design and develop online documentation and printed guides, references, data sheets, catalogs, and other documents for clients in the high-tech industry
- Train groups and individuals in techniques for developing online documentation

**Documentation Manager** July 1999 to June 2006  
Responsys, Inc. Portland, Oregon

- Directed a small group of technical writers documenting web-based applications for developing customer relationships
- Created online help and printable hypertext manuals for nontechnical end-users, technical integrators, and system administrators
- Contributed to design and advocated for usability of application user interface
- Participated in regular “bug scrubs,” evaluating enhancement requests and problem reports for analysis and assignment to developers, writers, and QA specialists
- Scheduled and coordinated documentation activities to maximize productivity
- Contributed to development and application of corporate style

**Acting Director of Engineering Services** October 2001 to March 2002  
Responsys, Inc. Portland, Oregon

- Responsible for planning and guidance of Quality Assurance and Documentation departments, working with Development and Production to increase product stability
- Managed group of twelve software quality specialists (in Oregon, California, and India)
- Continued duties as Documentation Manager

**Senior Technical Writer** February 1992 through April 1995  
OrCAD, Inc. Beaverton, Oregon

- Designed and developed online help for flagship Windows product, putting information about new interface at user’s fingertips
- Co-developed online tutorial for flagship Windows product, getting users up to speed faster and reducing Tech Support expenses
- Directed three-member team in designing, developing, and writing 400-page reference guide for new printed circuit board layout software
- Wrote 600-page reference set for out-of-state subsidiary, increasing value for anticipated sale
- Solicited, edited, wrote, and laid out articles for customer technical newsletter
- Helped develop skills of other writers in group

## **Experience** (continued)

**Technical Writer** (Contract) November 1991 to January 1992  
Hewlett-Packard Company Vancouver, Washington

- Produced first draft of fax machine user's reference in just three weeks, meeting aggressive schedule for product release

**Technical Editor** (Contract) September 1991 through October 1991  
RadiSys Corporation Beaverton, Oregon

- Edited and indexed software programmer's and user's guides

**Technical Editor** October 1990 through October 1991  
Sequent Computer Systems Beaverton, Oregon

- Provided editorial services to several groups and departments, improving the quality of various newsletters, corporate statements, surveys, and bulletins
- Guided four-member team in redesigning page layout, tabs, and binding, resulting in lower cost and faster production
- Promoted consistent use of terms across the company
- Provided writers electronic access to department style and conventions
- Arbitrated requests for exceptions to department standards

**Technical Writer** October 1989 through October 1990  
RadiSys Corporation Beaverton, Oregon

- Designed page layout, and selected publications hardware and software
- Researched, wrote, and edited hardware and software documentation
- Managed relationships with print vendors

**Technical Writer** April 1989 through October 1989  
BiiN Hillsboro, Oregon

- Edited network administrator documentation for transport-layer (ITP) communications software
- Enhanced user documentation for network-layer (X.25) communications software

**Technical Writer** August 1988 through March 1989  
Convex Computer Corporation Plano, Texas

- Wrote application notes on FORTRAN and C parallelization
- Developed and wrote FORTRAN optimization guide

## **Education**

Bachelor of Arts in Computer Science, Management subdiscipline  
University of Nevada at Las Vegas

## **Honors** (professional)

### **Society for Technical Communication, International**

- Award of Distinction  
2000: Design and Editing—online help

### **Society for Technical Communication, Willamette Valley Chapter**

- Award of Distinction  
2000: Design and Editing—online help
- Awards of Excellence  
2000: Design, Editing, and Indexing—online help  
1998: Design and Implementation—online help  
1996: Programming, Writing, Editing, Illustration, and Design—online help  
1996: Programming—online tutorial/training
- Awards of Merit  
2000: Design and Implementation—online tutorial  
1991: Editing—online reference, in-house (audio/visual)

**Honors**  
(academic)

**Alpha Chapter of Upsilon Pi Epsilon**  
national computer science scholastic honor society

- President (1987–1988)
- Vice President (1986–1987)

**Related activities**

Leading the Online Documentation Special Interest Group for the Willamette Valley Chapter of the Society for Technical Communication (1997)

Editing and layout of press releases, promotional materials, business correspondence, and newsletters, including:

- French-American School *Contact* (1993–1997)
- OrCAD *Pointer* (1994)
- Sierra Club Columbia Group *Overlook* (1992–1993)

Programming, analysis, and system administration for a large Vax-based network of terminals, PCs, and remote sites