

David Farbey

Professional Summary

David Farbey has been a technical communicator, working as a writer, editor, and consultant in hi-tech industries, since 1994. He has written user guides, self-study tutorials, online help systems, reference manuals, and policy and procedure guides. He has worked on web sites and intranets, as well as on both printed and electronic publications.

David has experience in a wide range of business sectors including infrastructure projects, e-learning systems, finance, image recognition and processing, enterprise resource planning, and business processes and procedures, as well as experience in copywriting and marketing materials. He has worked in a variety of software development environments, and has also designed and managed research projects in both academic and public sector fields.

David is also an Associate Lecturer for the distance learning MA programme in Technical Authorship at Sheffield Hallam University since 2005 after graduating from the same course. He has also taught undergraduate courses on professional writing at Coventry University, and is a frequent presenter at professional conferences.

Skills

- Expert in technical writing and editing for all user groups (technical and non-technical).
- Power user of Microsoft Office products including Word, Excel, PowerPoint, and Visio.
- Experienced user of documentation and help authoring tools (FrameMaker, RoboHelp, Adobe Acrobat, and others), graphics preparation and editing tools (Adobe Photoshop, PaintShop Pro, and others) and Web tools.
- Content planning and information design consultant for efficient and effective documentation development, content management and re-use, and single-sourcing.
- Experience of business needs analysis procedures and formal project management methodologies.

Professional Experience

August 2005 to February 2007 and September 2007 to present
Business and Technical Writer and Information Design Consultant
(self-employed, trading as Dannywell Ltd.)

- Projects undertaken in 2009 include:
 - Training manual for oil field modelling software
 - Operational and end-user manuals for healthcare database
 - Online help system for digital signage controllers

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- Earlier projects include:
 - Editing a user guide and marketing materials for a digital image analysis system.
 - Creating system documentation for a new media interactive mobile application.
 - Editing documentation for a major public transport infrastructure commercial tender.
 - Creating a help system for an online financial derivative trading monitoring system.
 - Updating user's guide for financial application for major investment bank.
 - Developing staff procedure manuals for a Local Authority department.
 - Developing administrator and user guides for a web-based graphics workflow system for the advertising industry.
 - Creating user's guides for a series of Linux-based high speed image processing and recognition system.
 - Developing a training programme for a blue-chip property corporation.
 - Revising user manuals for a real-time public transport information distribution system.

February 2007 to September 2007

Technical Author (contractor) Carphone Warehouse, Acton,
(self-employed, trading as Dannywell Ltd.)

- Wrote and edited operational procedure manuals as part of an internal restructuring programme and developed documentation templates for infrastructure design projects team
- Established and managed internal document repository system, including creating user self-study training materials using Adobe Captivate.
- Converted and edited technical documents for publication on internal Wiki system.

August 2004 to July 2005

Technical Author (contractor), Centrica plc, Staines, Middlesex
(self-employed, trading as Dannywell Ltd.)

- Developed an internal style guide, guidelines for authors, and a range of document templates in Microsoft Word for both design and operational documents for a strategic internal infrastructure project affecting more than 35,000 users.
- Edited project development documents and created user assistance materials including procedural instruction guides for operational tasks, using Microsoft Word, and Nimbus Control; published documents on Microsoft SharePoint Portal.
- Developed a range of task-based user assistance information products for use on company Intranet and as printed documents.

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Professional Experience (continued)

August 2003 to July 2004

Technical Author, UK eUniversities Worldwide Ltd., London SW1

- Worked with programme development and interface specialists to analyse and define business needs of project stakeholders for a comprehensive web-based e-learning system for British Universities.
- Developed user assistance material (such as User's Guides and Help systems) for a range of different users including system administrators, course administrators, tutors and students, using Adobe FrameMaker, Microsoft Word, Adobe Acrobat and other tools; documents distributed as PDF files and proprietary HTML help.
- Worked in a remote development environment using Citrix Metaframe for access.

August 1999 to July 2003

Technical Author, Lazy Software Ltd, Wooburn Green, Bucks.

- Planned, researched, developed, and produced comprehensive documentation set for new database product, distributed as PDF files and printed manuals.
- Used Adobe FrameMaker to develop User's Guide, Tutorial, product guides, training material, and technical bulletins; used Quadralay WebWorks Publisher to develop online help from FrameMaker source documents
- Created and maintained intranet, supported company Web site, using Macromedia Dreamweaver.

March 1997 to July 1999

Technical Communications Manager, Baan Engineering, Kfar Saba, Israel

- Responsible for producing a series of User's Guides, Programmer's Guides and an Online Help system for a Product Data Management software product for use in engineering and manufacturing industries, using Microsoft Word, RoboHelp, and proprietary tools.
- Planned and supervised the work of a team of four other writers, including sub-contractors.
- Participated in decisions on product usability and on interface development.

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Professional Experience (continued)

July 1994 to March 1997

Technical Writer, Magic Software Enterprises Ltd., Or-Yehuda, Israel

- Member of team producing software documentation for an award-winning Rapid Application Development and Deployment product, including reference manuals, installation and configuration guides for different platforms, and tutorials, using Ventura Publisher, Microsoft Word, and PostScript-related tools.
- Developed company's first Windows-based Online Help system (over 1,000 topics) using RoboHelp and HDK, and created online documentation using Adobe Acrobat.
- Responsible for producing PDF files for online distribution, PostScript files for commercial printing, and for liaison with graphic artists and print vendors.

Previous Professional Experience

1981 -1994

13 years of managerial experience working in both the commercial sector and in public administration, in areas including regulatory monitoring, asset tracking, purchasing systems, computer system specification and implementation; supervision of clerical and administrative staff (*further details available on request*).

Qualifications

2005 MA in Technical Authorship, Sheffield Hallam University

1976 BA (hons.), English Literature, Polytechnic of North London (now part of London Metropolitan University)

Professional affiliations

Fellow Institute of Scientific and Technical Communicators (ISTC) (corporate member, FISTC)

Senior Member Society for Technical Communications (STC), (President, UK Chapter, 2005-2006; Co-Manager, Europe Special Interest Group)

Member British Computer Society (BCS) (professional grade, MBCS)

Associate Lecturer (part-time, March 2005 to present) Sheffield Hallam University, MA in Technical Communications (distance learning programme)

Associate Lecturer (part-time, January 2006 to December 2006) Coventry University, undergraduate courses on professional writing