**Jim Emerson**

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**Experience**

Technical Writer and Editor, Proposal Writer, Instructional Designer, Computer Systems Analyst, XML Software Specialist

**Education**

Pre-Dissertation Courses, Philosophy of Mathematics (2008 – 2011), University of Kansas, Lawrence, KS

MA Philosophy of Science (2009), San Jose State University San Jose, CA

BA History (1975), San Diego State University, San Diego, CA

**Employment Overview**

As Technical Writer and Editor, Computer Systems Analyst, XML Specialist and Instructional Designer, I provided expert documentation services (onsite and remotely) to:

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| --- | --- | --- | --- |
| * Abbott Vascular (contract) * GD Nassco (contract) * Saalex Solutions (salaried) * Illumina (contract) * Alere Abbott (contract) * DexCom (contract) | * Agena Bioscience (contract) * ResMed (contract) * ICW Group (contract) * Sony Electronics (contract) * SAIC (contract) | * Asurion (contract) * Sprint (contract) * HP/EDS/USDA (contract) * Microsoft Corp. (salaried) * Cisco Systems (contract) | * Oracle (contract) * eBay (contract) * Dell Computer (contract) * Juniper Networks (contract) |

As a Proposal Writer and Manager, I provided RFP, RFQ, RFI and proposal content research, design, and writing services. Cooperating with teams, I recommended bid/no bid decisions and submitted cooperated with multiple teams and researched, wrote, and submitted proposals focusing on GSA Services, SW/HW/Security, Community Relations, Facility Logistics and Supply, Native American Regional Projects, etc. I also taught a course at the Juneau Community School (State of AK attendants) focusing on IFB preparation, RFP response, Proposal development and marketing.

**Writing Summary**

As a Technical Writer and Editor, Computer Systems Analyst, XML Specialist and Instructional Designer, I described software (APIs, ResfulAPIs, procedures, applications, device drivers, operating systems, contributed to SDKs, etc.), hardware (data center layouts, controllers, etc.), connectivity (networks, frame ethernet layouts, etc.), and communications (protocols, security, server-client interactions, etc.). I detailed cloud computing (AWS, MS Azure, iCloud, etc.). IoT, SaaS and various development processes (waterfall, Agile and rapid software development, biotech manufacturing, etc.). Working closely with developers, I wrote and edited coding instructions, functional specifications, user guides, requirement analyses, trace matrices, security protocols, procedure guides, eLearning materials, online help, contract data requirements (CDRL), instructional videos tutorials, runbook procedures, context-sensitive help, system specs, HTML and Wiki pages. Detailed DB table specs, data warehouse and data center guides, programming references, product guides, installation and operations manuals, network security guides, newsletters, use cases, test scripts and test cases. Created WBS diagrams, UML class descriptions, process flow diagrams, quick start guides, change orders, release notes, UAT and QA procedures for beta and released software, business security and recovery procedures, defect reports, error scripts, sample code, SOW. Familiar with 21 CFR, ISO 9001 cert. process, etc.

**Tool, Application, Standards Experience**

Word, FrameMaker 2016, MadCap Flare, Atlassian Confluence, OpenAPI Swagger Editor, JIRA, ViewPoint, SharePoint 2016, RoboHelp, Markdown, MediaWiki, Javdocs, Dreamweaver, PowerPoint, Excel, VISIO, Photoshop, HTML, Wiki, XML coding (XMLSpy, XMetal, OxygenXML), DITA Schema, StyleVision, HAL Json, JavaScript, JAMA, Agile PLM, eDHF, CSS, UML, PlantUML, Camtasia, Captivate, InDesign, RUBY, ERP document management, Internet of Things (IoT), CRM, GitHub, GNU BPMN charts, Software as a Service (SaaS), SDLC, database descriptions and tools (distributed, relational, Oracle CPQ, SQL Server, MySQL, MemSQL, Access, etc.), SCM, Current Good Manufacturing Practice (cGMP) for biotech, USMC/USN/USDA documentation requirements, ISO 9001 series, 21 CFR, and others.

**Employment History**

10/2019 – 5/2020

Asen Consultants (Abbott Vascular contract)

Senior Technical Writer

I used ViewPoint to access, update, and store internal company documents that explained how to operate and maintain Abbott Vascular equipment. Working in the Manufacturing Division, I consulted equipment design and manufacturing process engineers for technical information, I updated documents with instructions on verifying and recording timed events during equipment operation and maintenance. I created Change Orders identifying and justifying document updates, submit documents and associated Change Orders for review and approval, incorporated requested updates and stored updated documents.

2/2019 – 10/2019

Insight Global, San Diego, CA (General Dynamics NASSCO contract)

Senior Technical Writer

I edited and updated documents describing hardware systems designed for USN Military Sealift Command ships using Word, Adobe Acrobat, and other tools.

10/2018 – 1/2019

BioSoft Integrators, El Cajon, CA (contract)

Technical Writer

I edited test scripts and test cases, worked on ISO 9001 certification documents and other documentation describing Illumina genotyping device (Tecan and Hamilton) management software. Accessed documents via GITHub. Used JIRA, Jama, and Word.

5/2018 – 8/2018

Saalex Solutions, Temecula, CA

Computer Systems Analyst III / Senior Technical Writer

I met with USMC Program Officers and civilian developers at conferences in VA (Stafford-Quantico area) and CA (Temecula) to determine needs for an updated Marine Ammunition Knowledge Enterprise (MAKE) System. A Microsoft Stack application, MAKE had layered applications with an SQL Server DB. I created requirements analyses and documents defining updates to the SQL Server DB, document storage (SharePoint), UI options, and other features. I used VISIO and UML to create flow charts, etc.

For the first month, I planned a modification to the local office SharePoint installation that would include APIs to multiple search engines. Laid off when funding ended.

8/2017 – 1/2018

TalentBurst Consulting (Alere Abbott contract)

Senior Technical Writer / Configuration Management Engineer

I tested, verified, and revised Agile PLM software application user acceptance test (UAT) protocols. During this period, I also designed and used FrameMaker to write User Manuals for Alere’s new Agile PLM eDHF and JAMA systems. I maintained current JAMA documentation in Atlassian Confluence.

7/2017 – 8/2017

Real Staffing (Agena Bioscience contract)

Software Technical Writer

On a short-term contract, I used FrameMaker to describe RESTful APIs for the Perseus project. I participated in Altassian JIRA Agile development team meetings and worked with individual developers to create API design documentation. I used Swagger to define and diagram RESTful API’s being developed according to Open API specifications (openapi) for a new project built in Gradle. Working with the senior software architect in the team, I entered initial descriptions into PlantUml to obtain diagrams. I moved code into Asciidoc Fx and then, imported the YAML code into Swagger for more details. Taking the Swagger Editor designs, I used IntelliJIDEA to index and test API source code. Accessed documents stored via GitHub for additional information. I defined project API component paths, definitions, parameters, and responses.

5/2017 – 6/2017

Essential Data Corporation (EDC contract)

Proposal Writer

I researched and wrote a GSA MEPS proposal for a corporate client. The contract ended when I submitted the proposal.

4/2016 – 4/2017

Vacation - On long vacation with my family, visiting AK, KS, No. CA, OR, IL, etc.

Created a GitHub project for fun.

12/2015 – 4/2016

RasoSolutions (ResMed contract)

Senior Technical Writer

I gathered infrastructure, network, and product information, met with SMEs, and developed technical design, user guide, and admin documents for ResMed projects including Oracle Hardware Refresh, IBM Privileged Identity & Access Management. ResMed used both cloud-based (URL accessed) and downloadable native applications designed with an OOP approach. Under the direction of the ResMed Chief Information Security Officer, I created a document set that explained how the company uses WatchDox and RMS to control and protect files, manage cloud computing file sharing, and assure the security of company and patient information. I wrote a preliminary procedure guide for these security steps.

8/2015 – 12/2015

SkillStorm Consulting (ICW Group contract)

Senior Technical Writer

I gathered, analyzed, and entered data into reports and spreadsheets for quarterly audits. I used FrameMaker to create IT infrastructure and client services procedure and operations manuals focusing on internal and external security setups and processes, business downtime recovery procedures, installation instructions for both downloadable native and cloud-based applications. Detailing new site equipment and software deployment, I described (1) equipment shipping, unpacking, installation, and operational testing; (2) software cloud access, authentication, downloading and testing. During the final month of employment, I wrote release notes and created an internal company newsletter focusing on new projects.

1/2015 – 8/2015

Modis Consulting (Alere contract)

Senior Technical Writer

I designed and created detailed design documents and work instructions describing Alere San Diego Data Center (layout, hardware, connections, failover backup systems, management systems, etc.), Alere Wireless Network, Alere MedApps System, Alere GSP, and other Alere global systems. We maintained department documentation in a SharepPoint system for collaboration.

9/2014 – 12/2014

Foothills Consulting (DexCom contract)

Senior Technical Writer

I created native and cloud-based application change request proposals defining the requirements, implementation changes, and test plans for a two node Oracle Real Application Cluster (RAC) for the DexCom Oracle EBS R12 Database.

I described the hardware and software to be used in the project including Cisco Unified Computing System (UCS) B200 Rack Servers, Cisco UCS 6296 Fabric Interconnects, Cisco Nexus 5548 Switches, and NepApp FAS3220 Storage System, Oracle SCAN Listener, Oracle Linux OS, Oracle RAC, Oracle Automatic Storage Management, NetApp Fiber Channel Protocol, Linux Host Utilities, and NetApp Interoperability Matrix Tool, Oracle DB Calibration Tool (ORION), and shell scripts. Worked on an Agile teams.

10/2013 – 8/2014

Apex Systems Consulting (SAIC contract)

Instructional Designer, XML Software Specialist III, Senior Technical Writer

I developed online help for the SAIC GTSCMIS training system (native application) and a logistics training application coded in both XML and HTML using tailored CSS. I used Altova XMLSpy and other tools to create and maintain XML code, StyleVision to develop and maintain XML schema and DTD, UML to model API classes, and RoboHelp to create the application.

My new cloud-accessed training guide (authored in FrameMaker) was interactively deployed. The first screen shown contained directions on appropriate access (login/password requirements for features, etc.) and an interactive QA form containing multiple installation-related questions with possible answers.

5/2013 – 9/2013

Foothills Consulting (Sony Electronics contract)

Senior Technical Writer

I researched UX data and created content for cloud-based mobile and native application UIs. I wrote an API Guide and UI specifications for Sony’s OOP designed, web-based PlayMemories Photobook. Explained JavaScript used to develop a Sony website. Clients used the API to access and retrieve stored image to build the Photobook. I described new UI page fields and scripts. I applied heuristic evaluation techniques to assess UX design and UI content.

10/2011 – 5/2013

LRS Consulting (Asurion contract)

Senior Technical Writer

Working onsite and remotely, I researched and described the Asurion system architecture including detailed process flow illustrations, Oracle databases (table and column descriptions, ERD’s showing the table-to-table key relations, etc.), applications that filtered HIPAA-restricted customer data from reports, etc. I wrote procedure guides for other departments and created pre-marketing materials using Adobe InDesign. I also worked on an Asurion J2EE project, the Systems Overview Service (SOS), creating individual Web and Wiki pages, video tutorials, and context-sensitive help. I described the API (including associated class structures) used to connect our new systems with external applications. I used Atlassian Confluence to host the WIKI pages describing company-internal products.

I used Microsoft SharePoint to broadly manage my documentation set and collaborate with other team members in scheduled technical reviews and product signoff. I used RoboHelp to develop Help. I created and instruction videos and maintained a collection of digital assets used in projects (Captivate captures, Camtasia edited videos, InDesign layouts, etc.).

Note: Asurion provided multiple Web-based cloud services to clients who downloaded our thin clients. We used J2EE 6 and 7 as the development platform for the Asurion Subscriber Billing System (SBS) project and others. Using Agile Product Lifecycle Management (PLM), our team developed new internal enterprise products featuring downloadable thin clients. We also used JIRA to coordinate and track the progress of Agile teams. Software architects relied upon UML class diagrams to show class attributes, etc.

During this period (5/2012 – 12/2012), I also worked part-time at Sprint, researching, and writing a Sprint Database Reference describing the firm’s central SQL Database and local service MS Access databases used by field personnel. This reference included ERDs and table descriptions and UML class descriptions. Based on field results from NetSuite users, I created several guides for Sprint field agent applications and data security software controls for customer card reader output. I used MadCap Flare to develop a user manual and programming guide for the Sprint CBRE Site Assessment mobile application that enables field representatives to report on, track, and inquire about the current condition of real properties across the country. The documents were published in Word, PDF, and HTML formats using SharePoint as a documentation repository.

3/2011 – 9/2011

Perceptive Software (contract)

Technical Writer

I worked with Agile teams and used FrameMaker to describe Perceptive products using FrameMaker and Xmetal. I also described the JavaScript code used in the Perceptive product ordering website. And, I used MadCap Flare to develop DITA-compliant topic-based documents.

9/2008 – 3/2011

NextGen (HP/EDS at USDA contract)

Senior Technical Writer / Information Systems Analyst

Working onsite and remotely, I represented our team, attending USDA/FSA Joint Application Development (JAD) conferences and collecting requirements for new and enhanced product features. I reported on our application’s compliance with data collection regulations and created doc sets using a CMS system Using Rational DOORS, I maintained and published a Software System Requirements document (IEE 830-1998), I developed Requirements Traceability Matrix, System Specs, an API guide, Test and Use Cases, and a User Guide. I used FrameMaker and MadCap Flare to develop SDK sections and technical manuals to US doc standards NextGen (HP at USDA, Kansas City, MO) including MIL-STD-38784 and maintained requirements summaries in MS Access database tables. I described MS Access databases for field agents and wrote test scripts for the system. I verified user documents conformity to 508 access standards. Working with Agile teams, I developed multiple documents with structured DITA topics. During this period, I successfully defended my thesis and earned a Philosophy of Science MA at San Jose State University. And then, as I worked, I enrolled FT in the Ph.D. program in Philosophy of Mathematics at the University of Kansas.

11/2007 – 8/2008

Bryson Technologies (Juniper Networks contract)

Senior Technical Writer

Working onsite and remotely, I provided technical documentation and design to team developing computer network software. Developed a SOAP/XML API guide and device/system installation, administration guides for a new line of Juniper products. I used Microsoft tools including SharePoint to develop and share documents. Simultaneously, I attended graduate school at the San Jose State University, pursuing an MA in the Philosophy Department.

7/2007 – 10/2007

DGN Technologies, (eBay contract)

Senior Technical Writer

Working onsite and remotely, I created a Wiki-based help system for a new eBay application. Simultaneously enrolled full-time in the MA program in Philosophy of Science at San Jose State University.

4/2007 – 6/2007

Oak Hill Industries (Tumbleweed contract)

Senior Technical Writer

Working onsite and remotely, I used FrameMaker to describe internet message communications security applications including SecureTransport, MailGate, and others. Tested Ruby for possible simple coding work. Simultaneously enrolled full-time in the MA program in Philosophy of Science at San Jose State University.

2/2004 – 3/2007

Bryson Technologies (Cisco Systems contract)

Senior Technical Writer

Working onsite and remotely, I used FrameMaker to create technical documents and online help including programming guides (classes, methods, etc.), API guides, Cisco’s RESTful API (before DevNet), Javadocs from Java source files, interpreted JavaScript code used to create a website, command syntax guide, SDK sections, security system guide (encryption/decryption, logging, data transfer), and an application deployment and installation guide.

The deployment and installation guide for the industrial router set (sold to large corporations) explained how to unzip the software, create username/password combinations, select and start appropriate features, and contact Cisco for help.

I described the HTML and CSS code used to develop Cisco product websites. I explained Linksys systems and applications used by Cisco to provide services to corporate customers via routers and associated control systems, etc. Simultaneously I started the MA program in Philosophy of Science at San Jose State University.

6/1997 – 12/2003

Microsoft Corporation, Mountain View, CA

Senior Technical Writer

As a regular employee (working onsite and remotely), I researched and created technical documentation and online help describing Microsoft TV including SQL Server and Oracle database references. I created API guides, application user manuals, comm. protocol papers, programming guide (classes, methods), DB reference manuals, HTML code references, CSS style sheets, etc. After several exciting years at Microsoft, I returned to more remunerative contracting.

During this period (with the permission of my MS Director), I also worked at two part-time (non-competing) contracts (via Bryson Technologies) at Oracle/Siebel Systems (3/2001 – 8/2001), creating technical documentation describing the Siebel Incentive Compensation System, Complex Order Management, Siebel to Oracle Connectors, and the Siebel to PeopleSoft Application. And from 6/2000 – 2/2001, I worked part-time at Dell Computers (via Bryson Technologies), creating documents describing the Dell SAN software and equipment. Resigned to work FT as a contractor.

3/1997 - 6/1997

DGN Technologies (ThoughtWorks contract)

Senior Technical Writer

Working onsite and remotely, I described Thoughtworks application APIs.

2/1996 – 3/1997

Contract Agency (Tele-TV contract)

Senior Technical Writer (Contractor)

Working onsite and remotely, I created technical documentation describing the Tele-TV set-top box application (written in Ruby), databases, and data warehouse. Laid off when the contract ended.

7/1993 – 2/1996

Ravenworks, Inc. (dba)

Senior Technical and Proposal Writer (Self-employed Contractor)

As an independent contractor (aka Ravenworks, Inc.), I developed technical proposals, business plans, marketing materials, and video scripts for Native American Corporation (Goldbelt, Inc.), Alaska Permanent Fund Corporation, commercial and AK government clients. During this period, I also taught a summer course in Multimedia Programming at the University of Alaska, SE (Juneau, AK) and taught a proposal development course at the Juneau community school.

Other Professional Publications

*Interpreting Quantum Nonlocality as Platonic Information* at

http://scholarworks.sjsu.edu/etd\_theses/3650