

Barney Desmond

+61-413-476-139 (mobile)
barneydesmond@gmail.com
Sydney, Australia

Ten-Second Summary

A Linux sysadmin turned technical writer, I'm a hacker at heart who loves teaching people new things. I pull things apart, I learn about them, I understand them. Then I write about them.

Employment experience

Nov 2011 – Present

Anchor (webhosting provider) – Technical writer

- Wrote and edited thousands of pages of documentation for the company's internal wiki, supporting every facet of the business (now over 40 employees).
- Managed the deadlines presented to me by technical, sales and management teams, and ensured documentation was consistently delivered on-time.
- Published over 200 articles on the company blog, most technical, written to a specifically tech-savvy audience, to entertain and enlighten.
- Undertook initiatives to track and grow readership of the blog, using scientific methods and analysis to drive towards 10,000 hits/month.
- Developed all new training modules for new staff to get them up to speed and productive as soon as possible.
- Wrote and proofread various marketing materials as needed, including flyers, posters, website copy, case studies and press releases.
- Initiated and maintained a new public-facing knowledgebase for customers.

Apr 2007 – Nov 2011

Anchor – Senior systems administrator

- Mentored new staff, working closely to get them settled in and up to speed.
- Developed automation tools to allow L1 support staff to safely and efficiently perform L2 tasks.
- Performed forensic analysis and reporting following security breaches.
- Developed processes for rapid virtualisation of physical servers, helping the company rapidly reduce ongoing costs.

Aug 2005 – Feb 2007

Australian Customs Service – Immigration officer

- Processed passengers and provided legal compliance advice and assistance.
- Held a PROTECTED security clearance

Education

2002–2006

Bachelor of Science (Computer Science)
University of New South Wales

How I work

Modus operandi	Marketing and sales, hardcore technical analysis or end-user guides, I understand the target audience and write accordingly.
Medium	Everything is hypertext these days (but I'll happily do print) so I write copy, create diagrams and screenshots, and do photos and A/V if it's most appropriate for the subject.
Software	Browser and vim for wikis and markup, Inkscape/Gimp/Photoshop as needed for imagery, Audition and Premiere for audio and video. I learn whatever it takes to get the job done.
It's all about text	Markdown is my go-to for almost anything that isn't in a wiki, and my favourite wiki is Moin, though I'm comfortable with anything else (Confluence included, of course!). \LaTeX for beautiful documents. Will cut raw HTML and CSS in a pinch.
Technical background	As a former webhosting sysadmin, my knowledge covers a very wide gamut including: Linux and Windows, programming (both scripting and compiled languages), databases, networking, security and automation.
Time management	I'm a big fan of kanban-style management for its visibility and simple nature that lets me coordinate with my team and Get Things Done quickly.
People	I can get along with just about anybody. Many years of customer-facing experience have made me a good listener, measured in response, professional and eloquent. I'm always ready to share my knowledge, and can present confidently as needed.

Interests & activities

- Japanese language and culture
- Photography
- Sewing and costuming
- Cryptography
- Imaging metadata
- Software translation and localisation