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

Anchor – Technical writer   Nov 2011 – Present

- Wrote and edited thousands of pages of internal documentation, supporting every facet of the business.
- Managed deadlines presented by multiple teams, ensuring documentation was consistently delivered on-time.
- Published over 200 articles on the blog, written to a specifically tech-savvy audience, to entertain and enlighten.
- Tracked and grew readership of the blog, using scientific methods to reach 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 marketing materials, including pamphlets, website copy, case studies and press releases.
- Initiated and maintained a new public-facing knowledgebase for customers.

Anchor – Senior systems administrator   Apr 2007 – Nov 2011

- 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 reduce operating costs.

Australian Customs Service – Immigration officer   Aug 2005 – Feb 2007

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

Education

Bachelor of Science (Computer Science)   2002 – 2006
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	Digital or printed is fine, I write copy, create diagrams and screenshots, and do photos and A/V if it's what's needed.
Software	Browser and vim for wikis and markup, Inkscape/Gimp/Adobe tools for everything else. I learn whatever it takes to get the job done.
It's all about text	Markdown is my go-to for everything. My favourite wiki is Moin, though I'm comfortable with with anything else (Confluence included, of course!). LaTeX for beautiful documents. Will cut raw HTML and CSS in a pinch.
Technical background	As a sysadmin, my knowledge covers a broad gamut, including Linux and Windows, programming, databases, networking, security and automation.
Time management	Big fan of kanban-style, simple and lets me Get Things Done.
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.