MICHAEL CASTLING TECHNICAL AUTHOR

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# PROFILE

Technical Author from astrong software/systems engineeringbackground. I have over 5 years’ experience of creating documentation across the full product lifecycle in both hard copy and web format. I am able to take ownership of information gathering, and create high quality, user friendly documentation whether technical or more customer focused. I have in-depth skills in software, hardware, testing, operating systems and networking. I am confident, helpful and possess strong initiative. *Will work anywhere in UK.*

**AUTHORSHIP core skills and key documentation experience (*full summary on last page*)**

* Online Help
* API and developer tutorials (C++/C#/WPF/REST)
* Requirements, s/w and h/w design, test specs.
* Installation, network guides and release notes
* User guides, O&M manuals, SOP’s
* **MS Office 16**
* **Visio 16, Draw.io**
* Confluence, Jira
* DITA and MadCap Flare
* FrameMaker 15, Acrobat, InDesign, PhotoShop
* Markdown, **HTML**, **CSS**, XML
* Information gathering from SME’s
* CMS and document management systems
* Writing to specified quality and safety standards

# EXPERIENCE

Aug 2019 – Jan 2020 Systems Engineer (contract), **Hitachi R&D**, Derby

Transport – Middleware Web services component of Smart back office ticketing solution.

* Wrote module s/w requirements in Excel, and the DOOR’s requirements management tool.
* Reviewed requirements.
* Designed modules using Enterprise Architect.
* Evaluated a range of Headless CMS products (Butter CMS, Squidex etc.), producing a report for senior project management.

Feb 2019 – April 2019 Technical Author (contract), **Petards**, Gateshead

Rail – Train Driver Control system.

* Significantly improved functional design documentation to achieve safety accreditation (SIL). The task involved linking requirements to design and the embedded C/C++ code base. Written to the EN 50128 standard using **Confluence** and Word. This project included creating UML diagrams (*Activity*, *Sequence* and *State*) using Draw.io.
* Completed a software maintenance plan.

Nov 2018 – Feb 2019 Technical Author (contract), **Thorlabs**, Ely

Photonics tools and systems used to drive multi-axis platforms for motion control devices such as microscopes.

* Updated extensive .Net **API** documentation including C# code examples. Written using Doxygen and VS 2017.

2018 Technical Author (contract), **Aveva**, Cambridge

3D Engineering Software for Process Plant, Power and Marine industries.

* Proofreading and update of database/data management manuals and software customisation API documentation.
* Update of server and administration software installation, user and network guides.
* Evaluation of **MadCap Flare** and **DITA**.

Documents written using Adobe FrameMaker 15, Word 16, Excel and TFS.

2017 Technical Author (contract), **NCR**, Dundee

Financial Systems –ATM’s

* Rewrite of the Remote BIOS Access and Flash Utilities **user guides**, in preparation of a major software release. The update includes details of a new ATM core type. Written using **Adobe FrameMaker 15** to company procedures.
* Update of software release bulletins – PDF’s.

# MICHAEL CASTLING

2017 Systems Engineer(contract),**Toshiba**, Edinburgh

Medical application that creates dynamic 3D images from the output of MRI and other scanners, used by clinicians to improve diagnosis of serious medical conditions.

* Developed automated acceptance tests using BDD.
* Created and maintained the Confluence pages on automated testing.

2017 Technical Author (contract), **Samsung Research,** Staines

DALi (Dynamic Animation Library); an open-source 3D graphics engine and toolkit, for creating rich UI applications for mobiles, wearable’s, and TV’s etc.

* Developed C#. Net and JSON **API** tutorials for application developers.
* Developed **online help**, for developers. Written for **GitHub** pages, using **Markdown**, **HTML**, **CSS**, **Bootstrap** and **Jekyll** (*static website generator*), with Git for version control.
* Used WordPress for generating web pages for online help.
* Wrote the online **installation** and setup guide for the DALi development environment, on the Ubuntu operating system.

2016 – 2017 Senior Systems Engineer, **Variable Message Signs**, Tyne &Wear

Developing solutions and documentation for traffic management.

* Developed a generic car park counting (GUI based) application. Wrote a comprehensive **O**&**M manual** forcar park operators**,** using Word and **Visio 2016**.
* Wrote the **design specification** and installation procedure for porting code to a PC 104 board.
* Wrote comprehensive **test documentation**, which was deliverable to customer.

2013 – 2015 Software Engineer, **AgilityMultiChannel**, York

Developing enhancements for E-commerce products.

* Enhanced *Page Builder* – a product which enhances the capabilities of the **Adobe InDesign** desk top publishing application. Including adding the ‘Price Merge’ dialog, written in JavaScript.
* Developed capability to link assets (import files) from *Page Builder* to Adobe Experience Manager (*AEM**is an e-commerce web based client system* *for developing and managing websites*).
* Wrote **installation** and **user guides** for the TeamCity continuous build system.
* Wrote a developer guideforinstalling Exchange Server 2013 on Windows Server 2013.
* Bug fixes (writing my reports via LibreOffice). **Customer support** and liaison with **Adobe**.

2012 – 2012 Systems Engineer (contract), **Schlumberger**, Abingdon

Enhancements to modules and scripts for an oil and gas reservoir simulator.

* Added pressure boundary support for aquifers into the simulator. This project involved the development of mathematical expertise in diffusion type differential equations. Presentation of results to management via **Excel** spreadsheets.
* Developed build and test scripts – using Python, NUnit, HTML, CSSand **XML**.
* Created the **Twiki** page for acceptance testing, and responsible for running meetings via WebEx with USA colleagues.

2008 – 2012 Software Engineer, **Foster Findlay**, Newcastle

Worked on seismic oil and gas image analysis applications. FFA utilised the **Agile** methodology.

* Documented the OpenSpirit API for use in FFA applications. Wrote **test specifications**.
* Updated user guides, including adding help chapters with **RoboHelp**.
* Development of the Linux variant of the main product.
* Wrote and presented weekly updates to senior management and colleagues (**PowerPoint**).

# MICHAEL CASTLING

2007 **–** 2008 Systems Engineer (contract), **IMASS**, Gosforth, Newcastle

Designed and developed modules for *FireCon*, a national updated geographic information system for the fire brigade.

* Wrote the **design specification** for the ‘DataShare’ module, with diagrams produced via **Visio**.
* Development of text searching capability for DataShare.

2006 **–** 2007 Analyst Programmer, **ABM**, Nottingham

Developed *Prochart* a graphical relationship chart police intelligence tool using Java.

* Added simplified symbology for chart objects (output database information via **tool tips**).
* Provided significant **customer support** to NYPD (including **FAQ**’s).

2004 **–** 2006 Software Developer (contract), **Corus**, Teesside

Developed SCADA process control systems, updated HMI screens.

* Responsible for writing all the **test specifications** for these screens.

1995 – 2004Software Developer, **Applied Imaging**, Newcastle

Designed and developed modules/products for *CytoVision* a world leading workstation for genetic image analysis.

* Created *CytoTalk* - a versatile archiving product. This tool enables Macintosh case files to be transferred to the hard disk, or local/networked archive device*.* I gathered the **requirements**, wrote all the **design documentation**, and added full **‘**Help**'** capability.This task involved Use case modelling.
* Wrote the **design specification** for an interface to ‘external’ laboratorymanagement systems.
* Integrated the Axioplan 2ie microscope into CytoVision. Wrote the **release notes** for the customer.
* Wrote standard operating procedures for module design specifications to **ISO 9001** standards.
* Provided extensive customer and product **support** (including **FAQ**’s).

1994 – 1995 Software Developer, **PTS** Runcorn

Designed and developed a range of modules including a hypertext help system for software support services.

1992 - 1994Software Developer, **Applied Imaging**, Sunderland

Developed modules for *CytoVision*, a genetic image analysis workstation, in C and Unix.

1990 - 1992 Senior Systems Engineer, **BAe** Plymouth

Developed image processing algorithms for the successful functioning of a tracking system.

* Trials data logging analysis, including **technical reports** for the customer and senior levels.
* Wrote the **production acceptance** and **design requirement specification** for the tracking system.

1985 - 1990 Systems Engineer, **BAe** Bracknell

Applied research into Detection and Classification of land vehicles and Point Target Detection.

* Developed algorithms based on mathematical and statistical features.
* Wrote **technical reports** for senior management on the effectiveness of the various algorithms in the above projects.

1982 - 1985 Full time education

1975 - 1982 British Steel Corporation, Cleveland. Mechanical Fitter

**PERSONAL and HOBBIES**

Excellent health, car owner,gym classes, walking/activity holidays, films.

**QUALIFICATIONS**

Teesside University

1984 - 1985 **Advanced Diploma** in Mathematics, Statistics and Computing (**Distinction** in **Mathematics**), full time.

1982 - 1984 **H.N.D** in Mathematics, Statistics and Computing (**4 Credits**), full time.

1980 - 1982 **H.T.E.C** in Mechanical Engineering (**4 Credits**), part time.

Cleveland Technical College, Redcar, Cleveland.

1977 - 1980 **O.T.E.C** in Mechanical Engineering (**12 Credits**), part time.

**MICHAEL CASTLING**

**---** **Summary of background, documentation experience and IT/software skills** **---**

**Background**

R&D, Image Processing, Aerospace, Medical devices, Oil and Gas, Process control, GIS, E-commerce, Embedded,Mobile devices, ATM’s, Plant Engineering, Motion Control devices, Rail, Transport, Mechanical Engineering.

# Web and user documentation

* **Online help** (using Markdown, HTML etc.)
* **API** documentation and associated tutorials (C++ and C# .Net)
* O&M manual, user guides, UI documentation
* Software build, release and installation instructions, continuous integration guide
* Network guides,client/server documentation
* R&D technical reports, FAQ’s

# Product lifecycle documentation

* Requirements gathering and writing
* Module and hardware design specifications
* Productandtest specifications
* Production acceptance specification
* Software maintenance plan
* SOP’s for writing module design specifications

# Authorship software skill set

* Web content via GitHubpages**,** using Markdown, HTML, CSS, Bootstrap and Jekyll
* XMLincluding style sheets, JSON
* **MS Office 16** suite and Office 365, MS Access, Confluence, Jira, OpenOffice, LibreOffice (Mac)
* Draw.io, **Visio 16**, Paint, Paint Shop Pro, Snagit, GIMP
* Adobe FrameMaker 15, Adobe InDesign,PhotoShop
* MadCap Flare, DITA using the Oxygen XML editor
* RoboHelp, Doxygen, Javadoc

# Additional relevant skills

* **Customer support** including internal, external and site visits
* Methodologies: Waterfall, Agile – 3 years,TickIt
* Quality standards: EN 50128,ISO 9001, and style guides such as the Microsoft Manual and website
* Document Management:Twiki, SharePoint, version control
* Content Management Systems– WordPress, Headless CMS
* Setup and run meetings with WebEx, GotoMeeting and Skype

**Courses**

* TFS, SharePoint, Report writing, Presentations, Dreamweaver

# Software/Systems engineering skill set – *software* *languages, database, n/w, web and cloud*

* C/C++ 14/C# .Net, Java, OOD & UML, UI (Visual Studio), SQL Server, Python, JavaScript
* SDK’s: Windows, .NET Framework, JDK
* Windows, Linux, Mac OS X
* Software testing, continuous integration and version control **–** Git, GitHub, GitLab, SVN etc.
* Networks, TCP/IP and HTTPprotocols, Web Services (SOAP and REST), VM’s, Docker
* Cloud computing: IaaS, PaaS and SaaS service models
* DOOR’s requirements management and Enterprise Architect (design tool)