

Harrie BICKLE


Technical Writer
Cape Town


An experienced Technical Writer and Substantive Editor; skilled at making technical content tuned to the customer.

empty

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 Video Games

 Drawing

Experience

Technical Writer / Project Manager

Technobunnies.com (Cape Town) and Upwork (Everywhere)
since January 2015

Technical writing (Documentation, Case Studies, HowTos, Articles), Editing & Reporting (including project-managing data analytics). I liaise with developers, product managers, and CEOs to create technical copy targeted at the audience, whether user- or developer-level. By interviewing the Subject Matter Expert, or using software, I gain an understanding of my client's product or service and apply text or images to ensure they are communicated with clarity.

Head of Department

High School Science London and Cape Town
2005–2015

Promoted in 2nd year. 4 long term contracts teaching Science at all levels. Scaffolded technical concepts to the audience's level. Accommodated range of audience knowledge and learning styles. I managed peers, budgets, time, and stress (constant rolling hard deadlines).

System Design Analyst

Oberthur Smart-Cards
2002

I liaised between business & development teams negotiating functionality changes; database design (Oracle) & design changes; software testing & roll-back. The unit was disbanded when sim-reading keyboards were not widely adopted as predicted.

Software Tester

Peoplebank.com
2001

Testing updates & managing roll-backs of this web-based job application and candidate management system (Oracle). I liaised between the sales & development teams; negotiating design changes with developers promised by the sales team to our customers. The Manchester Guardian purchased the product, and the team was disbanded.

Data Manager

Freefund.com
1999–2000

2nd person in the London office of a Swedish startup. Responsible for digitizing scholarships data to be the hook of the site, manager of the data-entry team (10) & customer service team (2). Onboarded with a SQL database not performing as per spec; quickly developed an equivalent in MS Access, allowing work to continue.

Education