Geoff Farnell

Senior Technical Writer for API and Developer docs

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SOFTWARE SKILLS

- **Programming languages**: Python, Javascript (vanilla), Java
- **Web development**: Django web framework, Heroku, REST API, Postman, HTML, CSS, Markdown
- **Tools**: Visual Studio Code, JIRA/Confluence, Eclipse
- **Database**: Oracle, SQL Server, SQLite3 in Django
- **OS**: Linux/UNIX/Windows
- **Authoring**: Oxygen XML Author, Madcap Flare, Ixiasoft CMS, Arbortext, DITA, Microsoft Office, Framemaker, Acrobat, Visio
- **Source control**: Git, GitHub, SVN

PROFESSIONAL EXPERIENCE

March 2015 – October 2022   Infor – Senior Information Developer

- Documentation owner for API and Developer documentation for enterprise cloud and on-premises software products.
- Liaise with product management/engineering/support teams to improve product documentation/usability and alleviate customer pain points.
- Authored DITA XML documentation in a content management system for a suite of products according to the corporate standard.
- Managed and launched a new online help system that improved customer satisfaction and reduced customer support issues.
- Installed and maintained test instances of software in UNIX/Linux/Windows environments during the documentation process.
- Improved internal processes with Python scripts to automate the release note generation for bi-weekly patch releases.

January 2012 – February 2015   IBM – Quality Assurance Automation Developer

- Developed and maintained Java-based test cases in Eclipse IDE for an IBM internal automated testing framework.
- Thoroughly documented test plans and general information on the internal wiki.
- Regression and functional testing for a database-replication product with Java-based test scripts and web-based automated testing tools.
- Ownership of Interim fix/patch testing and customer patch release process.
- Coordinated installation, upgrade and command line testing on UNIX/Linux/Windows.
- Customer advocate for IBM customers and Level 3 support teams.
- Mentored new interns and employees testing framework usage, tools, and IBM products.
- Collaborated with QA and Engineering to create and review test plans for product enhancements and releases.
- Extended and maintained a Java-based automated testing framework for a database replication product.
- Created a Java-based report for the JIRA bug tracking system to increase the flow of information to Level 3 support, QA, and Engineering teams.

- Implemented Linux/UNIX shell script reports for DB2 customer support database and scheduled with CRON on a Linux server.

October 2007 – January 2012   IBM – Senior Information Developer

- Performed business analysis and developed use cases to continuously improve product documentation.
- Developed multiple formats of help content with IBM DITA XML authoring tools.
- Developed Python scripts to automate the generation of an online help system.
- Identified user experience issues by installing and configuring products on multiple operating systems and databases.
- Automated the packaging process for localization/translation to reduce complexity and ownership costs.
- Tested complex software and online help for software defects, user experience issues, and potential enhancements.
- Editorial guidance for product error messages and UI to improve the user experience.
- Developed troubleshooting and deployment content to offset escalating product support costs.
- Administrator for UNIX and Linux servers, source control server and other critical team infrastructure.

June 2001 – October 2007   DataMirror – Senior Technical Writer

- Writer and editor for application help and web content for enterprise-level software products.
- Created and maintained documentation templates with FrameMaker to generate multiple formats of user assistance.
- Created user manuals, API guides, installation manuals, and release notes in collaboration with Development, QA, and sales engineers.
- Initiated and maintained a corporate style guide and documentation review process.
- Reviewed and provided feedback for technical and UI specifications.

EDUCATION

Diploma - Computer Programming, Database, and Internet Solutions Developer
Institute for Computer Studies, Toronto, May 2000

Bachelor of Science (B.Sc.) - University of Toronto

Certificate in Technical & Professional Writing - York University, May 2004