

CURRICULUM VITAE for Robert HARRISON

SUMMARY

- A highly experienced and versatile technical writer and project manager with an engineering background who works equally well alone or as part of a team.
- An expert user of major desktop publishing, online help and HTML software packages, with experience of creating web pages, printed documents, online help systems and computer based training.

KEY SKILLS

Microsoft Office (Word, Excel, Visio, Access), HTML Help Systems, Adobe FrameMaker, Acrobat, Photoshop and PageMaker, Macromedia Dreamweaver.

WORK EXPERIENCE

June 2000 to date: Harrison Technical Publications Limited

Contract technical writing and engineering projects for a range of customers:

- Technical Documentation Consultants, Barrow-in-Furness, UK, November 2006 to date:
Technical writer and editor on a number of defence projects.
- British Nuclear Group, Sellafield, UK, May 2006 to November 2006:
Configuration Engineer responsible for the development and implementation of a strategy to control and update plant and process drawings and documentation for a major nuclear waste storage facility.
- EDS Rolls-Royce, Derby, UK, November 2004 to January 2006:
Wrote and edited design, architecture, implementation, configuration, administration and operation guides for a global Windows 2003 Active Directory roll-out.
- BAE Systems Marine, Barrow-in-Furness, UK, October 2002 to June 2004:
Design Engineer responsible for design finalisation of control systems on Astute class submarines, including writing system design descriptions and technical procurement specifications.
- British Energy, Heysham, UK, January 2002 to July 2002:
Edited, rewrote, illustrated work management process documents in Microsoft Word/Visio for intranet use.
- Ericsson Multi-Service Networks, Stockholm, Sweden, February 2001 to July 2001:
Researched, wrote and illustrated a range of internet/intranet technical marketing material aimed at Telco providers for new mobile 3G products and services, including IP telephony and multimedia services.
- Scan Coin Technology Limited, Telford, UK, December 2000 to August 2001:
Researched and wrote Service and Operator's Manuals for a microprocessor controlled coin counter/sorter.
- Microsoft Mobile Internet, Stockholm, Sweden, July 2000 to December 2001:
Researched and wrote deployment documentation and online help for an SMS server application.

1994 to 2000: Sahlin Technical Services Limited: Ulverston, UK:

Operations Manager (1997 to June 2000) - Managed production operations in a technical publications company. In addition to writing, responsibilities included:

- Customer requirement capture and preparation of detailed proposals and cost estimates.
- Management of multi-disciplinary project teams, staff recruitment and appraisal, and specifying IT purchases.
- Ensuring customer acceptance and satisfaction.
- Ensuring product compliance with an ISO 9001 accredited quality assurance system.

Technical Author (1994 to 1995) / Senior Technical Author (1995 to 2000) - Designed, wrote and edited a wide range of printed and on-line technical documentation such as help systems, web pages, user guides, and installation, service and maintenance manuals. Projects included:

- User guide for UNIX-based radiotherapy treatment planning software for Precision Therapy Inc.
- Online user guides for neurosurgical treatment planning software for Elekta Instrument AB.
- User guides for neurosurgical hardware for Elekta Instrument AB and Elekta IGS.
- User and service manuals for cryosurgical apparatus for NMT Neurosciences.
- User guides and computer-based training for telephony systems for Ericsson AB and Ericsson AG.
- Service Manuals for GSM phones for Panasonic UK.
- Operator and Service Manuals for oil and gas pipeline data analysis software for Pipeline Integrity International.
- Programming guide for process controllers for Alfa Laval AB.
- User guide and online help for secure online transaction hardware and software for Racal Airtech.

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1987 to 1994: Vickers Shipbuilding and Engineering Ltd: Barrow-in-Furness, UK:

Design Engineer / Senior Design Engineer, Electronic Hardware and Systems (1989 to 1994)

- Wrote technical and procurement specifications, installation, operating and maintenance instructions for a wide range of hardware and systems.
- Performed failure modes and effects analyses (FMEA) and human error predictions (HEP).
- Specified, co-ordinated and performed EMC and environmental tests.
- Six month secondment as commissioning and test engineer at SMITE.

Graduate Apprentice (1987 to 1989)

IEE accredited graduate training scheme that included a four-week management development course and placements in various departments such as installation, commissioning, combat systems, procurement, and marketing.

IT/COMPUTING EXPERIENCE

Operating Systems	Windows 3.11, 95, NT, 98, 2000, 2000 Advanced Server, XP, Server 2003; IBM OS2 Warp; Apple Macintosh; HP UNIX; Silicon Graphics and Apollo workstations.
DTP / Word Processing	Microsoft Word, Adobe FrameMaker, Adobe PageMaker, Corel Ventura, Interleaf.
Graphics	Adobe Illustrator, Adobe Photoshop, Aldus Freehand, Paintshop Pro, MS Visio, CorelDraw.
Web / Online Help	Adobe Acrobat, Macromedia Dreamweaver, MS HTML Help Workshop, Doc to Help, RoboHelp, Macromedia Flash.
Document Management	Microsoft Visual Source Safe, Project Server and SharePoint, Indus PassPort, Linkworks.
Other	Microsoft Access, Excel, PowerPoint, Outlook, and Project.

EDUCATION

1998	Professional Certificate in Management, Open University Business School.
1987	BSc. (Hons.) degree in Electrical and Electronic Engineering, University of Newcastle-upon-Tyne.
1984	Four A-Levels, Workington Grammar School.
1982	Eight O-Levels, Workington Grammar School.

TRAINING

July 2006	British Nuclear Group - Introduction to Linkworks Document Management	Mar. 1993	Rolls-Royce & Associates - Nuclear Reactor Plant
May 2006	British Nuclear Group - Classified Nuclear Workers Course	May 1992	VSEL/Lancaster University - Project Management
May 2005	Introduction to XML (web-based training)	April 1992	Brunel University - Intelligent & Distributed Information Systems
Dec. 2001	Java programming and Visual Basic programming (interactive CD-ROMs)	Nov. 1991	Interference Technology International - Design for EMC
July 1997	Next Training AB - Advanced FrameMaker	Sept. 1990	VSEL/Lancaster University - Terms and Conditions of Engineering Contracts
Sept. 1994	Sahlin & co AB - Technical Publications Principles		
Nov. 1993	Sonley Associates - Flammable and Toxic Gas Detection		

PROFESSIONAL ORGANISATIONS

- Member of the Institution of Engineering and Technology (IET).
- Member of the Institute of Scientific and Technical Communicators (ISTC).