

# Edward J. Marshall Jr.

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## Objective

Contract software technical writing position.

## Professional Summary

Technical writer with over 20 years of experience producing online help, printed documentation, and Web documentation for highly technical products including Application Programming Interfaces (APIs), Software Developer Kits (SDKs), Java-based products, Web Services, speech recognition products, Visual Basic ActiveX controls, operating systems, databases, client/server products, and various programming languages.

## Skills

Professional skills: Strong technical, analytical, problem-solving, project management, writing, communication, editing / proofreading, and interpersonal skills.

Authoring tools: MadCap Flare, Microsoft Word, FrameMaker, RoboHelp / RoboHTML, Help & Manual, Microsoft HTML Help Workshop, HTML, and various mark-up languages.

Other tools: Beyond Compare, Doxygen, EditPadPro, Elluminate virtual classroom software, Funduc Search and Replace, Javadoc, MadCap Capture, Microsoft Excel, Microsoft PowerPoint, Microsoft Project, Microsoft Visual SourceSafe, Paint Shop Pro, Perforce, Subversion / TortoiseSVN, VMWare, and various bug tracking tools (Bugzilla and JIRA).

Programming languages: C, C++, Java, Microsoft Visual Studio, Pascal, SQL, Visual Basic, and Assembly Language.

Operating systems: Windows XP, Windows NT, Windows 2000, MS-DOS, Linux, UNIX, and VMS.

Other: Trained in peer-editing, contextual inquiry, computer-based training, indexing, proofreading, and object-oriented design concepts.

## Contract Technical Writing Experience

Tervela  
Contract Technical Writer  
Acton, MA  
September 2007 – current

Documented various APIs for a hardware-based messaging platform that delivers high volume / low latency messages. Researched reference information for the APIs by reading C, C#, and Java source code. Updated the Javadoc comments in the Java source code and built the Javadoc files.

Mindreef  
Contract Technical Writer  
Hollis, NH  
March 2006 – current  
October – November, 2005

As a sole writer, documented a collaborative solution for Web services and service-oriented architectures (SOAs). Wrote, revised, edited, and produced Web-based help using Help & Manual. Wrote and edited various marketing materials, including data sheets, “corporate backgrounder” documents, white papers, sales aids, and customer newsletters. Worked closely with the product team as they migrated from using waterfall software development to Scrum.

Navic Networks  
Contract Technical Writer  
Needham, MA  
December 2005 – February, 2006

Documented an API used internally.

Voice Signal Technologies  
Contract Technical Writer  
Woburn, MA  
April – June, 2005

Documented an Application Programming Interface (API) for software that voice-enables cell phones. Revised and produced a user guide and reference manual in HTML Help and PDF, using Doxygen. Coded .h files with Doxygen commands to produce programmer documentation from a “single source of truth” (the source code).

### **Regular Employment Technical Writing Experience**

Compuware Corporation  
Information Developer  
Nashua, NH  
2002 – 2005

As part of a seven-person documentation group for a company that creates software that enables developers to debug and perform performance analysis, memory usage, and coverage testing and tuning on software they are developing:

- Updated and produced an understanding guide, installation guide, WebHelp, context-sensitive JavaHelp, and Unix manpages for a Java-based code analysis tool.
- Wrote online help for a Windows-based code analysis tool for software developers working in the Visual Studio, Visual C++, and Visual Basic environments.
- Peer-edited, proofread, and performed production checks on manuals and help systems for members of the writing team.
- Wrote and produced a schedule for a new product release with a team of five writers, using Microsoft Project.

Entegrity Solutions  
Technical Writer  
Marlboro, MA  
2001 – 2001

Redesigned and rewrote an administration and configuration guide and an installation guide. Created a new FrameMaker template for the documentation set.

Lernout & Hauspie Speech Products  
Technical Writer  
Burlington, MA  
1998 – 2001

As the sole writer working with a development group located in Belgium, wrote and produced context-sensitive HTML Help and Windows Help and printed documentation, including user guides, reference manuals, tutorials, and installation guides, for the L&H Voice Xpress Software Developer’s Kit (SDK), Telecom RealSpeak / Host Software Development SDK, and the L&H Solution Series product. Initiated the use of HTML Help for the Visual Basic ActiveX controls. Documented the new features of the SDK by using the product. Negotiated deliverables and schedules to produce accurate documentation on time.

Other Technical Writing Experience:

Progress Software Corporation  
Sykes Enterprises Incorporated  
Digital Equipment Corporation  
1996 – 1998  
1995 – 1995  
1987 – 1994

### **Education**

College Courses: C++, Visual Basic, Java, Pascal, Data Structures, Assembly Language, and Networking Communications  
Certificates: Software Technical Writing, a full-time 6-month training program at Digital Equipment Corporation  
Computer Electronics, a 9-month training program at Sylvania Technical School, Waltham, MA  
College: B.S. in Music Education, Indiana University of Pennsylvania, Indiana, PA

### **Professional Organizations**

Senior member in the Society for Technical Communication (STC) – Northern New England (NNE) and Boston chapters. Served on the General Council of the Boston chapter (2006 – 2007). Leader of two Special Interest Groups (SIGs): the Tools and Technology SIG and the Consultants and Independent Contractors SIG (2005 – current). Past officer of the NNE chapter (2000 – 2003).

Presented talks at the NNE and Boston STC chapter meetings (2001, 2004 – 2007), the STC International Conferences (2003 – 2006, and 2008), the WritersUA Conferences (2006 – 2008), and at other STC chapter meetings / regional conferences.