

Jeremy Browning

Product Design Studio manager, documentation and training

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I am a highly skilled, experienced, versatile and motivated technical author, trainer, editor, and documentation specialist, with a passion for accuracy, clarity, conciseness, consistency, and the correct usage of grammar and punctuation. For over fifteen years I have created and managed the distribution and storage of a wide variety of high quality documents across a range of subjects.

I am driven towards implementing and maintaining high standards of documentation and communication throughout my working environment. I try to understand the potential issues facing end users, and to bear these in mind when talking to Subject Matter Experts, extracting the relevant information from them, and then presenting it in an appropriate language and a logical structure.

I am also a confident and enthusiastic trainer, with experience of creating and presenting a variety of different courses for trainees with a range of knowledge levels and from different disciplines.

I have developed and delivered training courses for colleagues, partners, and clients including BT and the NHS, as well as major international banks and financial houses (Barclaycard, Lloyds, HRG, HSBC, etc.). I have also delivered sales presentations and demonstrations to clients and management.

I have a flexible 'can do' attitude, and am always willing to take on board new and challenging tasks within the broader spectrum of documentation and information gathering, presentation, and distribution.

Services and abilities

- **Electronic and printed documentation** including user manuals, online Help, software specifications, wireframes and prototypes, and marketing and presales literature and presentations
- **Training courses and courseware** on complex, technical, or commonplace tasks
- **Editing, proof reading, reviewing, layout, presentation and storage** of written materials
- **User Interface design** and specification for desktop, mobile and web-based products
- **Documentation style guides and templates** that define and standardise corporate look-and-feel
- **Project leadership** – managing colleagues, assigning workloads, proofing and editing output, and delivering high quality materials to customers on schedule

Current employment

Product Design Studio manager, technical author & trainer, Intelligent Environments (IE)

I joined IE in August 2008 as a technical author, writing internal and customer-facing documentation for **NetFinance** and **Interact**, our mobile and web-based financial software suite. I soon began to develop training courses on how to use and customise our products, which I continue to deliver internally and externally to our major international banking partners and customers.

I am always keen to extend my role and use my skills and abilities to add value beyond my core duties, and as a result I have also taken on a number of additional responsibilities, including:

- **Documentation quality controller**, checking and proofing written materials companywide including marketing literature and press releases. I also created and own the templates and style guides that enforce and ensure companywide consistency in layout and terminology
- **Policy and procedure documentation author**, to support PCI accreditation and certification.
- **SharePoint administrator**, responsible for documentation storage, management and distribution
- **Business Analyst** and **Information Architect**, gathering requirements, creating wireframe mockups and prototypes, and producing fully annotated User Interface and functional specifications
- **Webmaster** of <http://www.ie.com>, including SEO (Search Engine Optimisation)
- **Author of software demonstrations** and **sales collateral**. I have created and customised working prototypes, Camtasia movies, PowerPoint presentations, handouts and factsheets
- **Customer support agent**, taking support and providing solutions via telephone, email and visits

Previous employment history

January 2007 – August 2008: contract technical author & editor. Clients included:

- **Orange UK** – updating the design and usability sections of the Orange Group Device Requirements (OGDR) document. Also creating corporate Word templates and documentation style guides
- **ESRI UK** – creating, updating & editing online Help, installation guides, release notes, configuration and user manuals, and marketing literature for the ArcMap and DragonMap GIS products
- **Sumitomo Mitsui Banking Corporation (SMBC)** – editing and proofing corporate policy, procedure, and compliance documents.
- **GE Energy** – writing documentation and release notes for the GE Smallworld product

July 2004 – Nov 2006: senior technical author & trainer, GE Healthcare/IDX UK

- Writing online Help for the London implementation of NPfIT (National Program for IT), a complex software solution for the NHS and BT. Also managing and proofing the work of other authors
- Managing the Help build and distribution, including scripting an automated build process
- Proofing and quality control of corporate documentation, including copy editing of departmental and company-wide business plans and bid proposals
- Creating 'train-the-trainer' and end user training materials, and delivering certificated training courses in the Carecast product to BT and the NHS
- Creating and delivering internal training workshops on MS Word, RoboHelp, and Lotus Notes
- Creating and maintaining documentation style guides and templates, in consultation with IDX/GE, BT, and CfH (Connecting for Health), in order to ensure project-wide consistency
- Managing internal and external (BT, UCLH) deliveries, also materials from a third-party supplier
- Managing documentation storage and source control, and establishing related departmental processes and procedures for ISO9001 audit and accreditation
- Providing usability recommendations and input into user interface design

January 2003 – July 2004: contract technical author & editor. Clients included:

- **Nokia** – writing the Nokia Series 90 style development guide for inclusion in the SDK. Also designing custom Word templates to conform to Nokia SDK design and style, and liaising with interaction designers, software engineers, and team leaders at Nokia in Finland
- **Mobile Innovation** – writing the user manual, reference guide and marketing literature for a script-based software testing tool, and API documentation for user interface platform controls and widgets. Also writing compatibility, porting, and style guides for software applications intended for multiple Symbian OS developer platforms, reviewing and proof reading marketing material and UI specifications, and contributing to usability reviews and defect testing

July 2001 – November 2002: technical author, Categorical Software Ltd

- Updating, overhauling and slimming down the user documentation for Xalerts 5.1. I condensed the topic count from over 1500 to less than 650 by careful editing and by focusing on user tasks
- Writing installation and 'quick start' guides and release notes in PDF and HTML formats
- Planning and managing the documentation and its life cycle, monitoring the software development process, and liaising with engineers about proposed changes
- Creating HTML documentation and CSS style sheets to accompany a Web-based application
- Editing and proofing training documentation and requirements specifications
- Reviewing and improving the design and usability of the Xalerts user interface

Jan 1997 – June 2001: technical author, Symbian Ltd (previously Psion Software Plc)

- Writing user documentation, requirements specifications and user interface specifications for hardware and software products including the Psion Series 5, PsiWin and the Nokia 9210
- Helping to resolve UI design issues such as the design, layout and wording of screens and dialogs
- Planning and managing projects, monitoring change requests, bug reporting, and Beta testing
- Designing and maintaining the user documentation Intranet Web site
- Designing bespoke templates for company documentation

Pre-1996 employment

Before joining Psion in 1997 I had worked for some time in a social services mental health drop-in, providing individual and group counselling and psychotherapy as well as giving informal and practical advice. I supervised staff and students, handled financial and security issues, designed publicity & promotional materials, maintained the local computers, and trained staff in IT.

I also spent a number of years as a professional musician and sound engineer, working on the pub folk/rock circuit in London, and as a researcher and author on the Rothmans International Atlas of Sport.

Training, education & short courses

- **Sitecore** marketing suite and Web analytics (Sitecore, 2010)
- **Sitecore** for developers (Sitecore, 2008)
- Advanced **RoboHelp** (RoboHelp, 2006)
- **Presentation skills** (IDX, 2006)
- Macromedia **Dreamweaver** and **Fireworks** (Macromedia, 2004)
- **Adobe FrameMaker** (Transmedia Training, 2002)
- **Project planning, working effectively & time management** (Symbian, 2001),
- **Performance leadership & the Capability Maturity Model** (Symbian, 2000)
- **User Interface** design (Psion, 1998)
- Advanced **Word for Windows** and **Adobe PageMaker** (Psion, 1997)

Software packages

I am a highly proficient and experienced 'power user' of **Windows** and of **Microsoft Word**, which is my preferred tool for document creation. I am skilled at creating styles, templates, macros, fields, cross references and other 'advanced' features.

I am also confident using a number of other authoring tools including **RoboHelp, PowerPoint, Axure Pro, Dreamweaver, Camtasia, Visio, Sitecore, Madcap Flare, FAR, Paint Shop Pro, FrameMaker, HDK, Adobe Acrobat** and **PageMaker**, and **HTML** with some **CSS**.

Other software skills include **Microsoft CRM, SharePoint, Windows** (versions 3.1 to 7), **Cubase VST, Acoustica Mixcraft**, and **MS-DOS** including batch files and scripting.

Interests, activities & languages

Although most of my leisure time is devoted to my family, I still have a keen interest in music and enjoy home recording (I play guitar & bass guitar, sing, and write songs). I sing tenor with a local choir, for whom I created and maintain <http://www.tottenhamcommunitychoir.com>.

I have co-written a number of screenplays with a film director friend of mine. I speak French, and have a clean driving licence. I have excellent computer skills, and have taught myself to become a 'power user' of Microsoft Windows and Office. I swim and cycle regularly.

Contact details & links

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- **Email** jhb@jeremyb.co.uk
- **Website** <http://jeremyb.co.uk> includes an online portfolio with examples of my work
- **LinkedIn profile** <http://www.linkedin.com/pub/3/656/b1a>