#### ANDY W. SMITH

## BSc (Hons) Psychology, M.B.P.S., M.I.S.T.C.

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#### **Profile**

An experienced technical author, copywriter and journalist with publishing experience back to 1988. Experience of multiple technical writing specs including AECMA S1000D, ATA 2200, ATA 100 and AvP 70. SGML and XML experience using FrameMaker versions 7, 9 and 10 plus extensions from Arbortext and Mekon. HTML and Graphic design skills including desktop publishing and technical drawing. Some experience with Photoshop, Illustrator and InDesign. Management skills, including project and team co-ordination, forward planning and scheduling, copy proofing/editing and quality assurance, document, production and version control. General IT skills including support and upgrade experience. Wide knowledge of business practices from experience as a company director and freelance work. Publicity skills including work as a journalist. Knowledge of advertising, having sold advertising space and written for small and medium sized newspapers and magazines.

## 2015 Sept to Dec: Technical Author

**BAE Systems, Rochester** 

Various documentation projects on aircraft including Tornado, T45 Goshawk, FA50/T50 Golden Eagle, and GD F16.

#### **2014 – 2015:** Technical Author

## ArjoHuntleigh, Houghton Regis

- Updating multiple suites of User Guides and Service Manuals for health care products including air pumps for deep vein thrombosis and pressure relief mattresses, as well as Quick Reference Guides for advanced hospital beds and accessories.
- Working on multiple language manuals, often with ten or more languages per manual.
- Truly multi-national organisation, publishing finished documents through manufacturing facilities in Poland and China, with other offices in Sweden and North America.
- Working with FrameMaker, Illustrator, Photoshop and InDesign. Output through Acrobat including document construction from multiple source files.

## **2014 – 2014:** Technical Author

Rolls Royce/Lionbridge, Derby

- Writing Service Bulletins for Rolls Royce Trent gas turbine aero engines (RB211 Trent 500, 700, 800, 900 & 1000 series).
- Based on site in Rolls-Royce offices in Derby, working with Arbortext Epic PS2000, Rolls-Royce Aero Manager and other internal Rolls-Royce systems.

### **2012 – 2013:** Technical Author

**BAE Systems, Rochester** 

- Wrote workshop manual for Tiger/Eurocopter pilot's helmet.
- Compiled and published updates for avionics manuals and illustrated parts lists for Panavia Tornado.
- Compiled and published updates for Tornado Special to Type Test Equipment manuals.
- Collated and published Aircraft Maintenance Manual data for active side stick unit and flight control computers on Embraer KC-390.
- Various documentation projects on aircraft including Boeing 777, F22 Raptor, Saab Gripen, further work on Tornado test equipment and other aircraft.

## **2010 – 2011:** Documentation Engineer

#### Elga Lab Water, High Wycombe

- Wrote the User Guide and Service Manual for the ENDETEC TECTA-B16 Detection System, a microbial detection system to detect pathogens in water samples:
  - Working with a dispersed team: manufacturing and mechanical design in the UK, detection technology and software development in Canada.
  - Developed the User Guide from the Technical Spec and Use Case documents prior to the first production instruments being available. The software was in continuous development meaning that the document had to reflect the end state rather than the current state. Often updates had to be incorporated with very little notice.
  - Developed the Service Manual to user testing standard complete with Diagnostics, Illustrated Parts Lists, Repairs and General Procedures.
  - Development of illustrations in Photoshop and Illustrator for both manuals.
  - Took a lead role in bug tracking and reporting for the software as a spin off from the documentation process.
  - Management of French translation for alpha version.
  - Liaison with printer and supervision of print process to completion.

# **2006 – 2010:** Documentation Analyst

- Xerox 650/1300 Continuous Feed Printer:
  - Responsible for co-ordinating the work of the whole Service Documentation department on the production of over 450 Repair and Adjustment procedures.
  - Wrote the Installation Manual complete from pallets with kit check, through assembly to testing and adjustment.
  - Wrote procedures for all areas of the Service Manual including Service Call Procedures, Repairs and Adjustments and General Procedures.
- Xerox ColorQube 9201/9202/9203 Solid Ink Printer:
  - Responsible for documentation of all Diagnostic Procedures.
  - Work throughout the Service Manual including Service Call Procedures, Repair Analysis Procedures, Image Quality, Repairs and Adjustments and General Procedures.

# 2005: Publications Engineer Midwest Publications, Corsham, Wiltshire

- Production of Documentary Units for Goodrich/Dassault on flap actuator project (mechanical actuation). ATA iSpec 2200, Epic, XML.
- Production of Data Units for Smiths Actuators/MOD (Nimrod MRA4) on Aileron actuator project (hydraulic actuation).
   AECMA 1000D, Epic SGML.
- Production of complete Hardware Reference Manual for Omron/Trio motion control system, electronics and IT related technology, FrameMaker 7.0.

# 1992 – 2005: Documentation Consultant

#### **Freelance and Contractor**

Xerox, Welwyn Garden City

- Honda cars, documenting business processes used in the management of their company car fleet. Analysis of the full
  lifecycle of each car and reporting of potential improvements to their processes to reduce spend on refurbishment before the
  cars are sold to dealers. Development of new damage reporting, inspection and recording system for use throughout the
  vehicle lifecycle.
- Various small freelance projects copy editing and copywriting. These were in various industries including automotive (the AA), mobile phones (Symbian), business to business web sites and even jokes for greetings cards.
- Documentation Manager/Author with SAP on Connect & Go their SME version of R/3.
- 10 Month contract with DHL writing technical articles for their Operations Newsletter.
- 6 Month contract for IBM/PricewaterhouseCoopers documenting MS Word macros.
- Freelance work for local charities and community groups, design, copywriting and typesetting.

#### **1990 - 1992:** Technical Author

#### Rolls Royce, Leavesden, Watford

• Production of service bulletins to ATA 100 and AvP70 standards for gas turbine aero engines. Production of draft illustrations. Supervision of all aspects of publication including print and final approval stage.

## 1988 - 1990: Freelance Journalist

• Writing articles and features for local newspapers and national hobby magazines.

1981 - 1987: Bowman Publishing, Luton; Amir Power Transmission, Hemel Hempstead; GEC Avionics, Radlett`

## **Education and Personal**

BSc (Hons) Psychology (Open University) Secondary School Qualifications:

A102 (1993) An Arts Foundation Course A Levels: Art, Technical Drawing

DSE202 (1994) Introduction to Psychology O Levels: Art, Technical Drawing, Computer Studies D307 (1995) Social Psychology CSE: Art, Industrial Engineering, Physics,

ED209 (1997) Child Development English, Maths

D309 (1998) Cognitive Psychology

SD206 (2000) Biology: Brain and Behaviour

**Professional** British Psychological Society, Institute of Scientific and Technical Communicators,

**Memberships:** Association of Independent Professionals and the Self-Employed

**Date of Birth:** 22nd January 1963 **Nationality:** British