

2006 – 2010: Documentation Analyst Xerox, Welwyn Garden City

- 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

- 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)

A102 (1993) An Arts Foundation Course
DSE202 (1994) Introduction to Psychology
D307 (1995) Social Psychology
ED209 (1997) Child Development
D309 (1998) Cognitive Psychology
SD206 (2000) Biology: Brain and Behaviour

Secondary School Qualifications:

A Levels: Art, Technical Drawing
O Levels: Art, Technical Drawing, Computer Studies
CSE: Art, Industrial Engineering, Physics, English, Maths

Professional Memberships: British Psychological Society, Institute of Scientific and Technical Communicators, Association of Independent Professionals and the Self-Employed

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