

**ANDY W. SMITH**  
**BSc (Hons) Psychology, 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. Experience of Windchill/Arbortext cCMS. 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 some support and upgrade experience. Publicity skills including work as a journalist and crowd funding. Knowledge of advertising, having sold advertising space and written for small and medium sized newspapers and magazines.

**2019 – 2020:                      Technical Author    L&T Technology Services (home worker)**

- Service Manuals for mid-volume printers and copiers including repairs, diagnostics, general procedures and wiring data.
- Working with Windchill and Arbortext cCMS.

**2016 – 2019:                      Technical Author                      Xerox, Welwyn Garden City, Uxbridge (home worker)**

- Service Manuals for mid-volume printers and copiers including repairs, diagnostics, general procedures and wiring data.

**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 – Feb to June:          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**

- Workshop manual for Tiger/Eurocopter pilot's helmet.
- Updates for avionics manuals and illustrated parts lists for Panavia Tornado, and test equipment manuals.
- 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, plus Tornado test equipment.

**2010 – 2011:                      Documentation Engineer    Elga Lab Water, High Wycombe**

- User Guide and Service Manual for the ENDETEC TECTA-B16 Detection System, a microbial detection system:
  - User Guide from the Technical Spec and Use Case documents prior to the first production.
  - Service Manual to user testing standard complete with Diagnostics, Illustrated Parts Lists, and Repairs.
  - Illustrations in Photoshop and Illustrator for both manuals.
  - 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, Welwyn Garden City**

- Xerox 650/1300 Continuous Feed Printer:
  - Co-ordination of the whole Service Doc department for production of over 450 Repair and Adjustment procedures.
  - Installation Manual complete from pallets with kit check, through assembly to testing and adjustment.
  - Procedures for all areas of the Service Manual: Service Call Procedures, Repairs, Adjustments and General Procedures.
- Xerox ColorQube 9201/9202/9203 Solid Ink Printer:
  - Responsible for documentation of all Diagnostic Procedures.
  - 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.
- Various small freelance projects copy editing and copywriting in industries from automotive (the AA), to greetings cards.
- Documentation Manager/Author with SAP on SME variant of R/3 ERP software.
- 10 Month contract with DHL writing technical articles for their Operations Newsletter.
- 6 Month contract for IBM/PricewaterhouseCoopers documenting MS Word macros.

**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, national hobby magazines and others.

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:** Institute of Scientific and Technical Communicators, Association of Independent Professionals and the Self-Employed

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

**Hobbies and Interests** Camping, live music, board games, learning to play music.