

Joseph T. Andert, Technical Writer



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Summary

Independent contract technical writer with over 20 years experience in the technical publications and computer security fields.

Experience

Independent Contractor **1997 - Present**

Shavlik Technologies, Roseville, MN (2003 – Present)

As the sole writer, I am responsible for all end-user documentation for multiple Microsoft-based software security products. I create Help systems and administration guides using RoboHelp as a single-source authoring tool. I also contributed as a tester and acting product manager on one project. In addition, I generate Flash training tutorials, create evaluation guides, document their internal processes, and help author white papers.

Digital Angel Corporation, South Saint Paul, MN (2006)

Created an operation and maintenance manual for an RFID-based antenna system installed at the Bonneville Dam. Also created an API guide that provided information on the XML commands used to control the antenna.

Datakey Inc. Burnsville, MN (2001 – 2005)

Sole writer responsible for all end-user documentation for multiple smart card-related products. Deliverables included user manuals (both print and PDF), configuration guides, white papers, and several Help systems. Acted as a tester and project manager for a Unix-based product. Assisted their marketing effort by creating evaluation guides.

Secure Computing Corporation, Roseville, MN (1997 – 2001)

Wrote and edited manuals for U.S. government and commercial firewalls, including the Sidewinder firewall and the SecureZone firewall. Used WebWorks to create a Help system that runs on both Windows NT and Unix platforms.

Deluxe Corporation, Shoreview, MN (1997 – 1999, 2002)

- *Financial Services division*: Updated seven manuals and three RoboHelp Help systems for O.N.E. for Windows, a product that provides electronic delivery of Deluxe products and services to financial institutions. Also created a new Users Guide and an API Reference Guide.
- *Card Services division*: Documented the Deluxe photo card production process.
- *MarketWise division*: Redesigned and updated the administrator manual for MarketWise, a product used by financial institutions to track customer activity.

Technical Publications Team Lead **1994 - 1997**
Secure Computing Corporation, Roseville, MN

- Produced documentation for all of SCC's software security products.
- Scheduled all projects within the department.
- Managed the efforts of all contract writers.
- Developed and implemented department ISO 9000 procedures.
- Active mentor to two entry-level writers.
- Developed the documentation plans for all projects.
- Coordinated reproduction of printed materials with our outside vendors.
- Published documents on the company Web site using Adobe Acrobat.

Senior Technical Writer **1992 – 1994**
Network Communications Corporation, Bloomington, MN

- Responsible for all manuals and literature for NCC, a leading producer of test equipment for WAN and LAN networks.
- Coordinated trade show activities.
- Received Recognition Award in September, 1993.

Technical Writer **1987 – 1991**
NCR Comten Network Products Group, St. Paul, MN

- Created technical information manuals for new and existing communications access method software products.
- Received Outstanding Achievement Award.

Software Engineer **1983 – 1987**
NCR Comten Network Products Group, St. Paul, MN

- Developed, tested, and supported communications access method software.
- Solved customer problems.

Education

University of Minnesota - Institute of Technology **June 1985**
Bachelor of Computer Science
Management Information Services emphasis

Professional Societies

Senior member of the Society for Technical Communication.
Web: www.stctc.org

Software Knowledge

Experience with FrameMaker, MS Word, MS Office, Adobe Acrobat, RoboHelp, WebWorks Publisher 2000, Paint Shop Pro, Dreamweaver MX, Captivate, PowerPoint, SourceSafe (a source control tool), PVCS Tracker (a bug tracking tool), screen capture software, basic HTML and XML, and others on either a Windows PC or a Mac.