



Scott G. Sutton, MA, MCP, CMFC

Technical Writer and Webmaster

Web Site: www.TechnicalWriter-4-Hire.com

Residence: Portland, Oregon

Telephone: (503) 320-7396

E-mail: scottsutton@hotmail.com

Technical Skills

Desktop Publishing

- ▶ Adobe FrameMaker
- ▶ Adobe PageMaker
- ▶ Microsoft Word
- ▶ Adobe Acrobat

Online Help

- ▶ RoboHelp

Web Production

- ▶ Microsoft FrontPage
- ▶ Macromedia Dreamweaver
- ▶ HTML

Enterprise and Database Applications

- ▶ Oracle 11i
- ▶ PeopleSoft8

Graphic Design

- ▶ Paint Shop Pro
- ▶ Adobe Photoshop
- ▶ Macromedia Fireworks
- ▶ Visio

Operating Systems

- ▶ Windows 2000 Server (MCP)
- ▶ Windows 2000 Pro (MCP)
- ▶ Windows 95, 98, NT, and XP
- ▶ Mac OS

Other Applications

- ▶ Microsoft Excel
- ▶ Microsoft PowerPoint
- ▶ Hotfoot
- ▶ RoboDemo

Chronology of Professional Experience

"Scott is a consummate professional...Even under tight deadlines and shifting priorities, Scott was able to tactfully and effectively integrate complex information to produce excellent content."

Andrew Plato
Owner
Anitian Corporation

Tripwire, Inc. (Technical Documentation Project Manager)

Portland, Oregon—April 2005 to present

Applications used: FrameMaker, Visio, Paint Shop Pro, Excel

- ▶ Planned and tracked all deliverables for technical publications department
- ▶ Wrote a variety of technical documents, including product user guides, trial guides, and evaluation guides

Tripwire, Inc. (contract with Employment Trends)

Portland, Oregon—June 2004 to March 2005

Applications used: FrameMaker, Visio, Paint Shop Pro

- ▶ Wrote user guide for Tripwire Enterprise 5.0, a network change auditing application
- ▶ Wrote glossary of Tripwire terms for technical publications department
- ▶ Co-wrote technical publications style and procedures guide

Intel Corporation (contract with Kelly Services)

Hillsboro, Oregon—June 2003 to June 2004

Applications used: RoboHelp, MS Word, PowerPoint, Paint Shop Pro, RoboDemo, Hotfoot

- ▶ Created and updated online help systems for four Intel Customer Support applications
- ▶ Created training demo movies for Intel Customer Support applications
- ▶ Created user guide and training module for PeopleSoft8 customer-relationship application
- ▶ Developed audio-enabled, PowerPoint training presentations
- ▶ Wrote GUI text for warranty service application and e-mail technical support application

W.R. Greenwood Company
Sequim, Washington—October 2005
Applications used: Dreamweaver

Created commercial Web site for Blo-poke, 'the essential fireplace tool' (www.blopoke.com)

Xerox Corporation (contract with Adecco Technical)
Wilsonville, Oregon—March 2002 to May 2003
Applications used: RoboHTML, MS Word, Visio, Adobe Photoshop, Paint Shop Pro

- ▶ Wrote two procedure manuals for a printer part distribution center and a repair center
- ▶ Created a part-identification program for use by repair center receiving personnel; also, created an online Help system for users and another Help system to assist personnel responsible for maintenance of the part-identification program
- ▶ Wrote user manuals for two inventory management systems (OpenUPTIME and AAT)
- ▶ Wrote 30 guides documenting general ledger, purchasing, and accounts payable procedures in Oracle 11i

Click to Secure (now Cenzic; contract with Anitian Corporation)
Campbell, California—December 2001 to January 2002
Applications used: RoboHTML, MS Word, Paint Shop Pro

- ▶ Wrote user guide for Hailstorm 2.0, a network-vulnerability testing tool
- ▶ Created online Help system for Hailstorm 2.0

Network ICE (now Internet Security Systems; contract with Anitian Corporation)
San Mateo, California—May to September 2001
Applications used: MS FrontPage, MS Word, Paint Shop Pro

- ▶ Created online Help and "How To" wizards for ICEcap 3.0, a network security management console
- ▶ Contributed to a migration guide for ICEcap 3.0, and a reporting and reference guide

VeriSign, Inc. (contract with Anitian Corporation)
Mountain View, California—January to May 2001
Applications used: Adobe FrameMaker, Adobe Photoshop

- ▶ Wrote an introductory manual and an installation guide for OnSite, a public key infrastructure (PKI) platform
- ▶ Wrote a user guide for VICE, a certificate enrollment system

Intel Corporation (contract with CDI Corporation)
Hillsboro, Oregon—July 2000 to December 2000
Application used: MS Word

In tandem with project engineers, contributed to a book about Virtual Interface Architecture (VIA), an industry-standard interface for high performance cluster communications

IBM NUMA-Q (contract with New Boston Systems)
Beaverton, Oregon—January to June 2000
Applications used: MS Word, Visio

- ▶ Completed 20 documents outlining procedures for network operations, system administration, and telecommunications departments
- ▶ Wrote a report assessing departmental compliance with company security standards

"Mr. Sutton showed proficiency with the myriad desktop publishing, communications, and file-management tools used for the project, and learned quickly those he had not encountered before this assignment. He works with a clear focus on his assignments and in every respect has a high degree of professionalism."

Erik Harris
ADP Dealer Services

"I am very impressed with Scott's attitude and working style. He exhibits a solid work ethic, striving to provide quality, productivity, value, and timeliness... His work is of high quality...He takes his craft seriously, always looking for ways to improve his work and to refine and expand his skills."

*Jon Lee
Owner
Jon Lee + Associates*

Intel Corporation (contract with CDI Corporation)
Hillsboro, Oregon—June 1999 to January 2000
Applications used: MS FrontPage, Adobe Photoshop

- ▶ Designed and maintained two external Web sites for Intel's Mobile Data Initiative (MDI)
- ▶ Wrote and edited online articles for MDI Web sites

Celtic Legacy Foundation (volunteer)
Abergavenny, Wales—November 1999 to February 2000
Applications used: MS FrontPage, Adobe Photoshop, MS Word

- ▶ On location, developed a Web site documenting an archaeological reconnaissance survey of Llygadwy, a Roman-Celtic site in southern Wales (www.geocities.com/landz_end; no longer maintained)
- ▶ Wrote daily project progress reports
- ▶ Upon return to US, co-wrote a Phase I archaeological report detailing the results of field investigations and archaeological/historical research

PacifiCorp (contract with Accent Business Services)
Portland, Oregon—February to June 1999
Applications used: MS FrontPage, Adobe PageMaker, Visio

- ▶ Created and maintained project intranet site for Pacificorp's SAP implementation
- ▶ Wrote and designed monthly project newsletter insert

ADP Dealer Services Group (independent contract)
Portland, Oregon—September 1998 to January 1999
Applications used: MS Word, Adobe PageMaker, HomeSite, NCSA Telnet

- ▶ Produced over 280 instructional documents and sample reports for an automotive-dealership finance-management product
- ▶ Created an internal Web site to document procedures for the production of instructional documents and sample reports

Emery Worldwide (contract with Accent Business Services)
Portland, Oregon—June to September 1998
Applications used: MS Word, Paint Shop Pro, English Wizard

Co-wrote a user's manual for PROACT, a warehouse inventory and sales system

Lingo Systems (independent contract)
Portland, Oregon—April to August 1998
Application used: Adobe FrameMaker

- ▶ Formatted printer manuals that were translated for international distribution
- ▶ Conducted quality assurance of printer manuals

Triquint Semiconductor (contract with Jon Lee + Associates)
Portland, Oregon—February to June 1998
Applications used: Adobe PageMaker, MS Excel, Adobe Illustrator

- ▶ Formatted and edited a variety of semiconductor product catalogs
- ▶ Developed and documented procedures for the generation of graphics

Firstpoint Convergent Systems / Enron (independent contract)
Portland, Oregon—March to April 1998
Application used: MS Word

Edited copy of proposals for the maintenance of urban electrical power systems

"Scott delivered all the documentation on time and in a form that made for a very smooth transfer of processes... His work was so well thought of on our project that Scott was immediately hired to another project team at Xerox. Scott brings a variety of skills, a positive attitude, and a creative approach to any project team."

*Edward Helbig
Service Parts Repair
Manager
Xerox Corporation*

"I can honestly say that Scott is among the most hard-working and honest people I have had the pleasure to know. The quality of his work is exemplary."

*Dr. Kenneth Sassaman
Savannah River
Archaeological Research
Program
University of Florida*

Other Experience

Editorial Assistant, *Liberty* magazine
Port Townsend, Washington—April to July 1997

Project Archaeologist, Chicora Foundation
Columbia, South Carolina—May 1996 to March 1997

Sales Representative, Radio Liberty Network
Auckland, New Zealand—August 1995 to January 1996

Project Archaeologist, South Carolina Department of Transportation
Columbia, South Carolina—May 1994 to May 1995

Additional Writing Experience

Archaeology

- ▶ Wrote final report for archaeological investigations of the Pierce Site in Charleston, SC
- ▶ Contributed to three final reports of archaeological data-recovery projects
- ▶ Wrote MA thesis addressing the theoretical and methodological issues involved in the archaeological interpretation of symbolic meaning

Journalism

- ▶ Wrote one feature article and two commentary pieces for *Liberty* magazine
- ▶ Wrote one feature article for the Randolph Bourne Institute Web site
- ▶ Wrote three feature articles for the *Free Radical* (New Zealand)

Other

- ▶ Wrote sales materials and communications for Radio Liberty, a national radio network in New Zealand
- ▶ Wrote sales materials and communications for a franchise motel

Education

Master of Arts—Anthropology, 1996
University of South Carolina, Columbia, SC

Bachelor of Science—Hotel, Restaurant, and Tourism Administration, 1991
University of South Carolina, Columbia, SC

Summer Fellow—1994
Institute for Humane Studies, Fairfax, Virginia

Certifications

Microsoft Certified Professional (MCP) — 2001

- ▶ Windows 2000 Professional (70-210)
- ▶ Windows 2000 Server (70-215)

Chartered Mutual Fund Counselor (CMFC) — 2004

Note: For professional references and samples, please visit www.TechnicalWriter-4-Hire.com.