

# Product Help, User Assistance, and Single Sourcing Solutions

## Product Help Development Skills

- Transform user/administrator content for the Security Control System's rewritten UI into modular topics, with a "bottom-up" (wiki-like) organization.
- Use product requirements and user stories for content analysis to define documentation organization.
- Wrote extensive HTML-based help for virtualization software, telecom tools, project management, and DSP microprocessors
- Created single-source documents to generate manuals (PDF) and context-sensitive HTML help
- Judged in Online Communications Competition (1999, 2002, 2010, and 2012) for STC Lone Star Chapter
- Won awards for CareGuide Assistant Help and Octel Yellow Pages from Atlanta STC Chapter
- Taught industry classes using RoboHelp software to promote effective help development techniques

## Help and User Assistance Documentation Produced

Used MadCap Flare, FrameMaker, ePublisher, RoboHelp, oXygen XML editor, or HTML/CSS/JavaScript to author:

- Updated Supply chain network help using oXygen and DocBook modules
- Plug-in for VMware vCenter virtualization to manage, deploy, and troubleshoot hosts and virtual machines (Dell Computer)
- DSP Integrated Development Environment (Code Composer) and DSP/BIOS data visualization tools (Texas Instruments)
- Enterprise Security user and reference guides (Citadel Security Software)
- Patient Information Systems (Ameritech Knowledge Data, T-Systems)
- Retail Point of Sale (Price Waterhouse for Rent-A-Center)
- Oil and Gas Exploration Geophysics, Petrophysics, and Earth Modeling Software (Fugro-Jason, ARCO)
- Java API for next generation call control and Voice XML applications (intervoice)

Portfolio examples available upon request

## Information Architecture

Adapted and expanded client help systems to include:

- Design single-sourcing solution for product guides and training requirements.
- Targeted frequently used customer tasks (determined from customer support databases)
- Database tables, columns, and primary/foreign key links for system administrators
- Application Programming Interface (API) concepts for third-party developers

Modified award-winning designs with adult-learning models to give clients effective support systems:

- Adapted Dell design to use a topic-based model for Ernst & Young project management help
- Modified Texas Instruments DSP documentation portal to eliminate CD-ROM updates to customers

Designed help systems to adapt to users with different PC skills and domain knowledge:

- CareGuide Assistant—determine user skills by recording topics a doctor, nurse, or administrator visits
- Ernst & Young—tutorials and daily procedures integrated for project management users

Expanded software tools to meet unique client requirements:

- Used RoboHelp to create Microsoft compiled-HTML help and restructured help for Eclipse platform
- Created Perl algorithms to convert RoboHelp support files to DITA and Eclipse formats