
Nigel E. Richardson

Senior technical writer & self-help support specialist

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My mission: to take the complex and chaotic and make it manageable, readable and elegant; to make the latest technology accessible and inclusive by any means possible – the printed word, online help, knowledge bases, support sites, videos, tutorials. *To get people using your applications and services the way you want them used.*

Skills and tools

Text, Web, Help	Confluence, Dreamweaver, Madcap Flare, FrameMaker, InDesign, OpenOffice, RoboHelp, SharePoint, Word, WordPress
Graphics	Captivate, Fireworks, GIMP, Illustrator, Visio, Photoshop, PowerPoint, SnagIt
Other	Windows, Linux, Excel, Drupal, Google Analytics, HTML/CSS, JIRA, SVN

Experience

Freelance/contract technical writer

- 2014 **ZogoTech, Austin.** Created user guides for academic data analytic tools using Word and Confluence.
- 2014 **Brightleaf, Austin.** Created tutorial script and demo video for Comptroller's Financial Allocation Study for Texas using Word and Adobe Captivate.
- 2014 **Avention, Austin.** Created quick start and user guides for web-based business intelligence/CRM tool.
- 2013 **SolarBridge, Austin.** Documented power management hardware and software. Updated online help, user guides, customer support manuals and improved graphics for quick-start brochures using Madcap Flare, InDesign, Photoshop, Confluence and Jira.
- 2013 **Haas Group International, Austin.** Converted existing help system to WebHelp, created documentation on emission tracking, and provided staff training on RoboHelp.
- 2012 - 2013 **HomeAway, Austin.** Documented core API for developers and consumers. Implemented website for API calls, and improved Javadoc commenting. Set up onboarding documentation and internal team documentation hub. Tools used included Confluence, Jira, Word and Dreamweaver.

Self-help support specialist

- 2010 - 2012 **Volusion, Austin.** Managed customer support web portal. Managed customer knowledge base and wrote articles, procedures, and user guides on all aspects of eCommerce. Liaised with developers, marketing, social media team, QA and support concierges Created in-product help, support documentation, video scripts, release notes, and newsletter content. Tools used included Microsoft Office, Google Analytics, Jira and Drupal.

Technical writer

- 2009 **Affinegy, Austin.** Created in-product help for home networking solutions using RoboHelp and Adobe Creative Suite.
- 2004 - 2009 **Coremetrics, Austin.** Designed and maintained online help and manuals for behavioral analytics and precision marketing SaaS platform. Created training material for developers and customers, operation procedures, and data migration policies. Tools used included Microsoft Office, RoboHelp, SharePoint and Jira.
- 2004 **IBM, Austin.** Improved and rebranded training material, converting from PowerPoint to FrameMaker.
- 2003 - 2004 **Data Junction/Pervasive, Austin.** Researched and created documents and webhelp for data conversion, integration and migration products using Word and RoboHelp.
- 1997 - 2002 **Nigel E. Richardson Ltd, Leeds, UK.** Researched and produced business procedures, online help, user guides and training materials for hardware, software, networked systems and Windows APIs. Created WebHelp, HTMLHelp and WinHelp systems using RoboHelp and FrameMaker. Trained and supported developers and non-technical staff to use and write documentation using RoboHelp, Microsoft Office and other software tools. Clients included the Child Support Agency, NCR Financial Services, Smart PeopleTime, National Air Traffic Systems, GEC Alstom, and the Environment Agency.
- 1992 - 1997 **BACG, Leeds, UK.** Directed activities of three staff technical writers and two contractors, producing a range of in-product and paper documentation for data warehousing systems using Microsoft Office and RoboHelp.
- 1989 - 1992 **Driftglow Data, London, UK.** Researched and wrote user guides and reference manuals for hardware and software, working alone or as key team member depending on client requirements. Clients included Legal & General, Unisys, ICL, British Aerospace and BACG.
- 1986 - 1989 **BOS Software, London, UK.** Wrote user manuals for the entire range of BOS accountancy, business, office, and programming products.

Earlier computing and administrative experience omitted for brevity.

Education & training

- 1985 - 1986 **Guardian Computing, Leeds, UK.** City and Guilds Certificate in Technical Communication.
- 1982 **Systeme, Leeds, UK.** TOPS Computer Programming.
- 1976 - 1977 **Sheffield Polytechnic, Sheffield, UK.** HNC Applied Chemistry. 🍷