

John Kearns
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646-335-5461

Technical Writing Experience

R.R. Donnelley at Morgan Stanley

New York, NY

Technical Writer/Web Developer

June 2006 – Present

Wrote online help and hard-copy systems and end-user documentation, As-Is and To-Be Functional Specifications, Business Requirements documents, test plans, requests for proposals, web pages. Created Captivate videos and helped create SharePoint sites. Worked closely with developers, attorneys, and technical experts. Helped create and brand integration newsletter and website. Wrote communications, newsletter articles for major integration effort. Filled in as department manager. Delegated work on complex projects to other writers. Trained writers in RoboHelp. Web development, online newsletter editing, copywriting. Reviewed other writers' work.

PolyPaths LLC

New York, NY

Technical Writer

July 2003 – June 2006

Wrote online help and hard-copy systems and end-user documentation for risk management software. Updated, maintained large online help system for desktop product. Wrote installation, administrator's, and user's guides for distributed calculation system. Worked closely with developers. Developed API help system, including Calculation, Data, Trading APIs. Created company stylesheets and marketing materials: brochures, web site, client presentations, CD labels. Reorganized, reworked existing documents, graphics.

Montefiore Medical Center

Bronx, NY

May 2002 – March 2003

Technical Writer for Business Information Systems Department

Created systems documentation including diagrams, procedures, and help files. Developed innovative online and hard copy help, training materials for SAP System. Created Intranet site. Documented department procedures. Created, laid out, wrote, and edited eight newsletter issues. Edited brochures, forms. Conducted SAP training. Created, gave presentations. Created materials for others' presentations.

World Web Talent

New York, NY

E-Consultant/Copywriter

January 2002 – April 2002

Gave presentations to web design company clients. Wrote descriptions of e-commerce systems, copy for client web sites, fliers, and brochures, Frequently Asked Questions, documentation, policies, procedures.

Barclays Capital

New York, NY

Independent Contractor/Technical Writer

June 2001 – September 2001

Wrote detailed policies and procedures for trading desks. Held meetings with experts to get answers to specific questions. Researched, learned, analyzed, reorganized, rewrote information.

iNautix Technologies/CSFBdirect

Jersey City, NJ

Senior Technical Writer

February 2001 - June 2001

Wrote systems documentation, end-user help for online brokerage. Led orientation improvement project, editing presentations, holding meetings, managing versions. Edited, rewrote Frequently Asked Questions for CSFBdirect and operations guides, policies, and white papers for iNautix. Improved company forms.

Metiom, Inc. (formerly Intelisys)

New York, NY

Technical Writer

April 2000 - January 2001

Wrote web-based general and context-sensitive help for the ConnectTrade 5.0 business-to-business e-commerce product. Helped develop the writing style and researched and assisted with the look and feel of the help system. Led team developing integration guide and installation manuals for all ConnectTrade 5.0 modules. Witnessed and documented complex installation procedures. Responsible for format and dissemination of data dictionaries. Assisted with developing functional specifications for ConnectTrade 5.0.

Popkin Software, Inc.

New York, NY

Technical Writer

April 1997 - April 2000

Wrote clear, concise, useful manuals, online help, tutorials, and web pages for complex Business Enterprise Modeling tool. Specialized in the UML and other object-oriented modeling capabilities and in business process modeling. Created UML Online Tutorial. Edited newsletter and the document outlining the company's method. Composed effective marketing pieces. Researched and led the transfer of help files from Winhelp to HTML-based help. Became Webmaster, Spring 1998, improving writing and graphics of web site. Wrote web site's "Tips of the Week." Participated in trade shows, including main product demonstration. Trained, managed writers.

IBM Microelectronics

Burlington, VT

Technical Writer/Project Manager

Contracting through Computer Task Group (CTG)

May 1996 - April 1997

Created Operation Descriptions to improve technology transfer and business processes. Wrote, published Intranet pages. Kept projects focused and on time. Established plans, objectives, policies, practices, deadlines. Created agendas, presentations, minutes. Conducted research, interviews. Learned online calendar, e-mail, file systems.

Freelance

Washington, DC

Writer

January 1994 - May 1996

Subjects: Technology, Computers, Internet, Business, Education, Law.

Wrote procedures, columns for national educational technology magazine, article abstracts for the Internet, over ten articles for national weekly public transportation newsletter, manual chapters, reference book entries, international newsletters, Corporate Profile, International Meeting Summary, book introduction, telecast scripts, mission statements, project descriptions. Assisted with proposals, requests for proposals, and pamphlet series.

Clients: *National Easter Seal Society, Hewlett-Packard, TechTrends, International Directory of Company Histories, UNISPHERE Institute, National Catholic Educational Association.*

Education

The Catholic University of America

Washington, DC

September 1992 - December 1993

MA in English, Irish Literature Concentration. 3.7 GPA. Exceeded seminar requirement. Passed German test, Fall 1992. Gave paper at Graduate Student Irish Studies Conference, Harvard/Boston College, 1993. Consortium Course at Georgetown University. Short story chosen for CUA publication. Attended lectures, readings, plays.

St. Joseph's University

Philadelphia, PA

September 1982 - May 1986

BA in English, Philosophy minor. Jesuit Grant. 3.6 average in English. Honors Program. Year of advanced German. Literary magazine, newspaper, Historical Society journal. Wrote novel in Honors Independent Study Course. Acted in plays.

Technical Summary

RoboHelp HTML, Adobe Acrobat, Visio, Captivate, SharePoint, Photoshop, PaintShop Pro, Dreamweaver, FrontPage 2000, Homesite, PageMaker, Quark Express, Framemaker 5.5, Microsoft Office, HTML, Javascript, SAP.

Professional Development:

- Member STC and Irish-American Writers and Artists.
- Society for Technical Communication (STC) NY Metro Chapter *President* 1999-2000, *Vice President* 1998-1999. Managing volunteer writers. Planning, running Council and dinner meetings and events. Judging competitions. Writing newsletter articles. Backup Webmaster.
- Created and presented *Converting Winhelp to HTML-based Help: Real-Life Experiences* at STC meetings in New York and New Jersey, May 2000.
- Led STC round-table discussion on "Effective Writing Techniques," in New York, October 2001, in New Jersey, September 2000.
- Corporate training in Capability Maturity Model, e-commerce, object-oriented, and enterprise modeling.
- Technical Writing course, USDA Graduate School, Washington, DC.
- HTML Basics course, Champlain College, Burlington, VT.
- Published novelist, short-story writer, poet. Ten plays produced in Manhattan.
- Languages: German, Spanish, Irish, Intermediate Chinese