

# Eric Ivory

tel: (415) 898-5445 • fax: (415) 898-5171

email: [eric@ivorydev.com](mailto:eric@ivorydev.com) • web: [www.ivorydev.com](http://www.ivorydev.com) • writing samples: [www.ivorydev.com/samples.html](http://www.ivorydev.com/samples.html)

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## Professional Profile

Writer, Instructional Designer, and eLearning Developer with outstanding leadership skills, technical background, project management skills, broad business experience, and a reputation for producing high-quality educational content.

- 25 years' experience in computer technology, including 21 consecutive years' experience as an independent contractor.
  - Skilled in technical writing, training development, technical consulting, application development, and project management.
  - Focus in creating highly-technical documentation for application developers, administrators, and system integrators.
  - Proficiency in best-of-breed tools, including Captivate, FrameMaker, RoboHelp, Madcap Flare, WebWorks Publisher, Adobe Creative Suite, and Microsoft Office.
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## Contract Technical Writing

**Genentech, Inc.** South San Francisco, CA (6/06 – present). Developed instructor-led training courses for clinical trials. Full-day training for end users and half-day training for data managers for a company-wide deployment of electronic data capture (EDC) system. Half-day training for an ad hoc reporting tool for data managers. Built eLearning course for procurement application using Adobe Captivate.

**Siperian, Inc.**, San Mateo, CA (10/05 – present). Wrote and updated the Siperian Hub *Overview*, *Administrator's Guide*, *Data Steward Guide*, *Metadata Manager Guide*, and *Implementer's Guide* for several product releases (1300+ pages). Developed WebHelp systems in Madcap Flare using content imported from FrameMaker. Developed and maintained FrameMaker and WebWorks Publisher templates. Developed *Template Guide* and *Style Guide* to standardize team processes, tools, and best practices. Created and delivered in-depth presentations on various technical topics to project team.

**Actuate, Inc.** Foster City, CA (3/07 – 3/08). Converted a full-day, instructor-led training course into a 2 ½-hour eLearning course using Adobe Captivate.

**Scivantage, Inc** (formerly Kenamea, Inc.), Palo Alto, CA (03/05 – 10/07). Updated and rewrote the *Product Overview*, *Developer's Guide*, *Administrator's Guide*, *Implementation Guide*, and *User's Guide* for the Kenamea Enterprise Notification System (ENS).

**Sun Microsystems**, Menlo Park, CA (02/04 – 12/06). Created and edited various reference architecture documents, Sun BluePrints, white papers, and sales collateral. Created collateral documents for deploying Oracle 10g Real Application Clusters (RAC) on Sun platforms.

**Oracle** (formerly BEA Systems), San Jose, CA (04/99 – 10/05). Wrote *Introducing Trading Partner Integration*, *Introducing WebLogic Adapters for WebLogic Integration*, and WebLogic Workshop documentation for BEA WebLogic Integration 8.1. Edited B2B tutorial and adapter documentation (SAP, MQSeries, and RDBMS adapters) for BEA WebLogic Integration 8.1. Wrote *Product Overview*, *Administration Guide*, *Deploying Liquid Data*, and *Invoking Queries Programmatically* for BEA Liquid Data for WebLogic 1.0, a real-time data access and aggregation tool that implements the XML Query (XQuery) standard. Wrote *Designing WebLogic Integration Solutions* and *Deploying WebLogic Integration Solutions* for WebLogic Integration 2.1. Wrote *Developer Guide* and Javadoc for BEA WebLogic Collaborate 1.0, a business exchange development platform. Wrote BEA eLink Adapter for SAP R/3 *Installation and Configuration Guide* and *User Guide* featuring enterprise application integration (EAI) between R/3 protocols (ALE, RFC, and BDC) and non-R/3 applications using TUXEDO message queues. Wrote WebLogic Enterprise Connectivity documentation (WebLogic-to-TUXEDO connectivity). Wrote *Using the WebLogic EJB Deployer* for deploying Enterprise JavaBeans (EJB version 1.1). Added EJB and RMI documentation and reorganized CORBA documentation for *Using Transactions* and *Tuning and Scaling Applications* for WebLogic Enterprise version 5.0 and 5.1. Wrote *Using Java Enterprise Tuxedo* for WebLogic Enterprise version 5.1. Wrote and maintained documentation plans for various projects.

**salesforce.com**, San Francisco, CA (09/03 – 09/05). Wrote the sforce Web Services API *Developer's Guide* for versions 2.0 – 5.0. Wrote the sforce Office Toolkit *Developer's Guide* for version 3.0.

**Vendavo**, Palo Alto, CA (12/03 – 03/05). Created developer-level online help (in RoboHelp) for Vendavo, a sophisticated whole price management solution. Designed and wrote comprehensive product documentation set (including installation, release notes, and implementation documentation for UI, data model, workflow, adapter, and profit analysis) for developers and system administrators. Developed classroom training materials. Assisted with outsourcing of technical documentation to vendor in India.

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- Autodesk**, San Rafael, CA (12/01 – 02/04). Wrote *Developer Guide* for Buzzsaw Server Edition 5.0. Wrote documentation update for LocationLogic 2.1, an infrastructure product for location-based services. Updated and expanded LocationLogic 3 *Developer's Installation Guide*, *Administrator Guide*, and *Deployment Guide*. Updated Java API Training course materials and training environment for LocationLogic 4. Extensively customized department's WebWorks template.
- Quadralay Corporation**, Austin, TX (04/01 – 08/01). Wrote *Developer Guide* for WebWorks Publisher Professional Edition 7.0, which involved a complete rewrite of the *Macro Reference* (6.0 version).
- Ask Jeeves**, Emeryville, CA (08/00 – 11/01). Wrote *Developer's Guide* and created a complete set of FrameMaker templates for JeevesOne 1.0. Created comprehensive documentation set and Web-based online help for Jeeves Purchase Advisor.
- Consilium**, Mountain View, CA (04/98 – 01/99). Created *Administrator's Guide* for WorkStream Online Data Replication System 1.0, a data warehousing application for real-time manufacturing systems.
- Borland** (formerly Visigenic, Inc.), Redwood Shores, CA (02/97 – 09/97). Wrote documentation for Common Object Request Broker Architecture (CORBA) compliant administrative and performance monitoring products; wrote Java API documentation for object-oriented database toolkit.
- Netscape Communications Corporation**, Mountain View, CA (11/96 – 07/99). Wrote the *Intranet Deployment Guide*, a white paper for the Netscape SuiteSpot (now iPlanet) product line that describes enterprise-wide deployment strategies and methodologies, application and product selection criteria, and product-specific deployment guidelines. Created extensive API and programmer documentation (400+ pages) for the Netscape Application Server (formerly the KIVA Enterprise Server SDK 1.0; now the iPlanet Application Server), a Java/C++ class library. Created technical white paper on multi-tier, web-based application server technology. Wrote the Netscape Application Server for R/3 *Developer's Guide* 1.0 (500+ pages) and *Installation Guide*, which enables Java developers to build web applications that interact with back-end SAP systems and run on the Netscape Application Server. Wrote the *Installation Guide* and revised the *Programmer's Guide* (Java / C++) for the Netscape Extensions, which provide the web-enabling Universal Call Interface (UCI) API for creating applications that interact with back-end BEA TUXEDO, IBM MQSeries and CICS/IMS systems and run on the Netscape Application Server. Wrote user and reference documentation for Netscape Application Server 4.0 for International Applications 1.0, which enables Java/C++ programmers to design and build international applications that run under the Netscape Application Server.
- Infinity Financial**, Mountain View, CA (11/96 – 04/97). Developed WinHelp online help system for FX Options Trading System; trained staff writers in use of RoboHELP to plan and create online help systems.
- American Consulting and Training**, Mill Valley, CA (05/96 – 08/96). Trained user in WinHelp online help development (using RoboHELP) for human resource management software.
- Pacific Bell** (Empowered Desktop Project), San Ramon, CA (05/95 – 03/96). Developed context-sensitive WinHelp systems, cue cards, and HTML pages for enterprise-wide, client/server applications developed in Visual Basic, HTML, and Delrina Forms.
- Compuware** (formerly CoroNet Systems), Los Altos, CA (10/94 – 12/95). Created all printed user documentation and WinHelp online help systems for the CoroNet Management System 1.0, a suite of network remote monitoring (RMON) and graphical analysis tools for WAN and LAN client/server traffic.
- Network Associates** (formerly McAfee, Inc.), Santa Clara, CA (03/94 – 05/95). Completely revised the *VirusScan User's Guide* 2.0, adding new features and a new chapter on VirusScan for Windows 1.0; created Windows and DOS online help systems; wrote *Using NetShield* 2.0.
- Apple Computer**, Cupertino, CA (03/93 – 12/93). Wrote and revised platform-specific portions of the ODBC for Macintosh *Developer's Guide*.
- Sterling Systems** (formerly Knowledgeware), Redwood Shores, CA (03/93 – 12/93). Ported seven volumes of CASE tool printed/online documentation from OS/2 to UNIX platforms; converted OS/2 help (.IPF) files to Windows help (.RTF) format, uploaded to UNIX, then compiled using HyperHelp viewer. Created style guide for Flashpoint for Windows online help system using performance support system methodologies and information mapping techniques.
- Slate Corporation**, San Mateo, CA (05/92 – 02/93). Lead writer for PenApps Application Builder 1.0, a pen-based, object-oriented Basic product with an integrated database and forms designer running under the PenPoint and Windows for Pen Computing platforms; wrote the programming, database, overview, quick tour, and cross-platform porting chapters of the *Developer's Guide* and the database chapter of the *Reference Guide*; received the Excellence Award (1st place) for software reference manuals / user guides in the 1992 International STC Technical Publications Competition.
- Oracle Corporation** (Minicomputer Products), Redwood Shores, CA (04/92 – 05/92). Rewrote the Oracle for Stratus VOS *Installation and User's Guide* and SQL\*Net TCP/IP for Stratus VOS *User's Guide*.

**Autodesk, Inc.**, Sausalito, CA (01/91 – 05/91). Wrote the *AutoCAD Network Administrator's Guide* version 1.0 for VARs.

**Pacific Gas & Electric**, San Francisco, CA (09/90 – 03/93). Wrote management white papers, training materials, application development standards, online documentation, and newsletter articles for various groupware products, including electronic conferencing (Lotus Notes), electronic mail, electronic calendaring, document indexing, bulletin board, and menuing software; edited and wrote portions of the initial releases of *Database Server Recommendations*, *Microsoft/Sybase SQL Server Cookbook*, and *Application Development Guidelines* for company-wide distribution; delivered instructor-led training classes for groupware products in the Banyan VINES environment; created publications style guide.

**Business Media Resources**, Sausalito, CA (03/90 – 06/90). Extensively revised *Understanding and Using Microsoft Works* for the DOS and Macintosh platforms.

**BusinessLand, Inc.**, San Ramon, CA (01/90 – 04/90). Designed and wrote instructor-led training class for first-time Paradox users.

**Borland**, Scotts Valley, CA (01/88 – 06/94). Wrote six chapters of the dBASE for Windows *User's Guide* 1.0, including: designing databases, creating indexes, entering and changing data, designing forms with standard Windows controls, setting control properties, and creating application menus; designed and created online help module that cross-referenced features for users familiar with earlier dBASE versions. Wrote the *Network Administrator's Guide* and *Upgrade Guide* for Paradox 3.0. Wrote the *Paradox SQL Link User's Guide* 1.0. Wrote portions of the *Paradox Engine Guide* 1.0.

## Technical and Management Consulting

**Alta Bates Medical Center**, Berkeley, CA (03/96 – 10/96). Consulted on an enterprise-wide Intranet deployment project; designed and managed comprehensive QA testing for clinical applications; developed WinHelp online help system for mission-critical clinical application; created white paper for securely deploying clinical applications and patient data on the Web.

**FlowScan, Inc.**, Mill Valley, CA (11/94 – 04/96). Created company-wide quality assurance and standard operating procedures manuals, including forms, workflow charts, organization charts, financial graphs, sales collateral, and training materials for all aspects of a startup medical technology company. Designed development methodology and project management framework for medical device product development, in accordance with required FDA Good Management Practices (GMPs) and ISO-9000 guidelines for all stages of the product life cycle: research, product development, pilot production, outsourced manufacturing and quality control, distribution, and support. Coordinated multiple clinical sites for hardware/software testing. Project manager and troubleshooter.

**Management Specialists Group**, Mill Valley, CA (01/88 – 06/94). Created procedures manuals, workflow charts, organization charts, financial graphs, marketing materials, newsletters, and management studies for various consulting and turnaround clients; developed turnkey training manuals for network users and administrators; provided strategic planning, technical consulting, and project management; managed network installations at several clients; developed multi-user applications; clients represented a broad range of industries, including law, real estate, insurance, publishing, distribution, and retail.

## Application and System Development

**Senior Analyst**, Del Monte Corporation (Decision Support Services), San Francisco, CA (12/86 – 12/87). Managed development projects for distribution, operations and quality control applications; provided systems analysis, design, programming, and implementation support; created project, technical, user, and training documentation; developed custom multi-user applications.

**Application Developer**, Amstutz, Lynch & Associates (Safeway Stores account), San Francisco, CA (09/85 – 12/86). Managed development and maintenance projects for microcomputer-based financial applications.

**System Manager**, Bank of America (Special Projects Group), San Francisco, CA (09/84 – 09/85). Developed division-wide cost accounting system that downloaded mainframe financial data to a custom microcomputer application.

**Contract Programmer**, Various Clients, San Francisco, CA (09/83 – 09/84). Developed dBASE and Lotus applications for various clients, including Atlantic Richfield Co., Royal Viking Line, and Jandel Scientific.

## Education and Associations

- **Amherst College:** BA English, *magna cum laude*, 1983.
- **Professional Development:** UC Berkeley, Golden Gate University, and College of Marin; courses in EXEC2/REXX, systems analysis, accounting; seminars in communications, networking, IBM architecture, and project management.
- **Society for Technical Communications:** Senior Member. Writing competition judge. Received the Excellence Award (1<sup>st</sup> place) for software reference manuals / user guides in the 1992 International STC Technical Publications Competition. Received the Excellence award for the 2002 Northern California STC competition.
- **eLearning Guild.** While a researcher at [www.brandon-hall.com](http://www.brandon-hall.com), developed and presented “LMS/LCMS Migration Migraines: An Ounce of Prevention” for the LMS/LCMS Implementation & Management Online Symposium.
- **Overseas travel:** Extensive travel experience in Asia, Australasia, Europe, and Africa.