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Objective

Contract position to provide communication consulting services for technical or consumer audiences in industrial, academic, or creative venues. Experience includes communication process analysis, coaching, editing, and production of documentation, collateral, and courses. All efforts are executed with attention to detail, team orientation, and diligent application of structured system analysis skills. Samples and references available on request.

Experience Summary

Mr. Witchey founded Cyberscribe Inc. in 1991. His project experience includes documentation of embedded processor compilers, debuggers, assemblers, in-circuit emulators, and libraries. He has documented factory floor automation control systems; analog and digital logic model libraries; context sensitive help systems for stand-alone software; system administrator manuals for interactive, distributed web systems; user guides and tutorials for software design tools; classroom courses; and interactive courses for presentation of new product lines and capabilities. Mr. Witchey has even written instruction sets for kite kits. Through Cyberscribe, Inc., he offers seminars in grammar, technical writing, creative writing, verbal communication, and critical analysis skills and techniques.

In addition to technical work, Mr. Witchey has sold and published over 70 short stories and a novel. He has taught writing at two universities and a community college, and he has designed and taught over 100 seminars for professional writers. His credits include how-to articles in *Writer's Digest Magazine* and *The Writer Magazine*, and he has won writing awards or recognition from Intel, New Century Writers, Writers of The Future, Ralan, and *Writer's Digest*.

For additional experience relevant to teaching, presentation, course development, and deadline-driven writing, refer to the fiction CV located under the *fiction* link on the home page of www.ericwitchey.com.

Recent Contracts

SMI, Inc.: Under a grant from the John D. and Catherine T. McArthur Foundation.

Responsibilities Included:

- Organization, content, and development consulting for a tools-oriented instruction manual on the scaling up to national and international levels of successful pilot Non-Government Organization pilot projects
- Organization, content, and development consulting for revision to an existing book on the scaling up to national and international levels of successful pilot Non-Government Organization pilot projects

Heart of the Arts Project

A 501-3-c non-profit dedicated to developing creative opportunities in theater, dance, music, and writing for children and young adults.

Responsibilities Included:

- Contract development
- Design, implementation, revision, and maintenance of their web site. Tasks included:
 - Content rights acquisitions
 - Communication with remote primary and secondary content providers
 - Composition, editing, proofreading

Oregon State Data Center.

The SDC has successfully consolidated IT infrastructure into a service-oriented model. The SDC provides IT support to over 150 state agencies and organizations. The virtualized environment has increased power, capacity, and use efficiency. In addition, the consolidation has allowed creation of a network ring that is less prone to failure and more secure.

Responsibilities included:

- Familiarity with ITIL practices
- Consulting on processes and procedures
- Design and content support for a customer-facing information portal
- Creation of FAQs
- Review and revision of the SDC Services Catalog
- Documentation of Helpdesk support and service ticket workflow
- Design support for customer-facing support system application
- Support of internal and external communication of SDC mission successes
- Evaluation of integrated documentation management systems for SDC use, including feature and cost analysis of SharePoint, Alfresco, KnowledgeTree, and others
- Design, execution, and completion of automated support system requirements document, User Guide, and online help system
- Complete list of responsibilities and references available

Language Familiarity

C, C++, Objective C, VB, FORTRAN, Pascal, LISP, PROLOG, STML, HTML, Dynamic HTML, and a number of scripting and macro languages. Background in computer science and theoretical linguistics makes most procedural and object-oriented languages accessible.

Tools Experience

Microsoft productivity products.

Adobe productivity products.

Many commercially available and professionally used version control systems and productivity tools: SharePoint, Alfresco, Tortoise, VSS, RCS, DCS. . .

Unix, Windows, Hot Tamale, Interleaf, Word Perfect, Documentation Station, NROFF, TROFF, Rand Editor, EMACS, X-Windows, MultiMedia, PageMaker, Visual Editor, Visio, FoxPro, Lotus Notes, and many others.

Information Technologies Experience

TrueDisk, Inc.: Planning, development, and delivery of TrueDisk System Administrator Manual. The Truedisk application provides real-time database and file sharing across a national network of computers.

Sight-N-Sound, Inc. -- Subcontract through Loverink Documentation Services: Planning, development, and delivery of American Airlines Ticketing System Administrator Manual. The AA Advantage web site provides international customer support and access to the American Airlines ticketing system. The system tracks customer status and provides ticketing services for all American Airlines flights. The databases that provide back-end support are distributed across the country.

Enron, Inc. -- Subcontract through Loverink Documentation Services: Planning, development, and delivery of broadband distribution systems documentation, including: executive overview documents, PoP installation procedures, and Cache-and-Forward Media Distribution Network Administrator's Manual.

Systematic Designs, Inc. -- Subcontract through Loverink Documentation Services: Planning, development and delivery of Wafer manufacturing factory floor automation network system administrator manuals and troubleshooting guides.

Intel, Inc. -- Subcontract through Loverink Documentation Services: Planning, development, and delivery of collateral white papers: Vignette 5 system architecture server deployment guides.

U.S.Bank, Inc.: Planning, development, and delivery of HTML-based help system for on-line customer products presentation, selection, and sales. System was based on a CORBA back-end that included all customer records and allowed presentation of products based on customer profiles.

ASICS, Embedded Processors, and Logic Modeling Experience

Analogy, Inc. -- Subcontract through Loverink Documentation Services: Development and delivery of digital and analog logic model library documentation for electrical and mechanical component design.

Synopsys, Inc.: Planning, development and delivery of VHDL and Verilog supported Logic Model libraries, PCI SIG compliant Test Suite User's Guides, and Bus Functional Models for the Orion chip set.

Vadem, Inc. -- Subcontract through Jon Lee and Associates: On-line VMS Model Library documentation in HTML.

Intel, Inc.: Planning, development, and execution of I-960 embedded processor manuals, including: Compiler Manual, Assembler Manual, Library Manual, In-Circuit Emulator Manual, Debugger Manual, and a 1500 topic, context-sensitive on-line help system.

Automation Technologies Experience

Systematic Designs, Inc. -- Subcontract through Loverink Documentation Services: Planning, development and delivery of Wafer manufacturing factory floor automation network system administrator manuals and troubleshooting guides. Follow-on work included tutorials and user manuals for Cell Control SDK.

ATS of Oregon: Developed and delivered user and administration manuals for laser component assembly robotics.

Medical Technologies Experience

General Electric, Inc. -- Subcontract through Quantitative Technology Corporation: Developed and delivered system analysis documents for file-sharing in CT and MRI scanning equipment. Implemented (coded) file sharing system for same.

Mary Lee: Hired as an ESL editor to rewrite a master's thesis on threshold analysis for digital signal processing in cardiopulmonary rhythm stimulation.

Printers and Plotters Experience

Mentor Graphics, Inc.: Planned, developed, and delivered printer and plotter instructions, driver installation instructions, command set instructions, scripting language documentation, and network protocol specifications for multiple printers and plotters on various platforms.

Course Development and Teaching Experience

Chemeketa Community College: Modified and delivered hybrid (online+classroom) courses in technical writing (WR227).

Systematic Designs, Inc.: Planned, developed, and delivered on-line user guide and tutorial for GEM/SECS equipment control language scripting and integration tools and libraries.

Mentor Graphics, Inc.: Courses in the use of structured analysis and structured design techniques in software development, including implementation of an interactive testing system and development of an extensive annotated bibliography of the literature of structured analysis and structured design.

Intel, Inc.: Planning, development, and delivery of a multimedia presentation of Intel video technology for delivery to students in the multimedia lab at MIT.

Intel, Inc.: Planning, development, and delivery of an interactive tutorial for presentation of the use of I-960 in-circuit emulator and debugger tools. The tutorial allowed students to follow text and graphic instructions in the top half of a screen while actually interacting with working tools in the bottom half of the screen. **AWARD:** Excellence in support of the Military and Special Products Division of Intel.

Hewlett Packard, Inc.: Speech and presentation skills coaching for a presenter in RISC architectures.

Portland Oregon Chapter of the Society for Technical Communications: Planned, developed and delivered "Freelance Writing as a Profession" and sat on several panels for contractor special interest groups.

Colorado State University: Developed and delivered curriculum compliant classes in beginning and intermediate expository writing.

Portland State University: Developed and delivered courses in technical writing.

Oregon Writer's Colony: Planned, developed, and delivered multiple courses over the last fifteen years.

Willamette Writers: Planned, developed, and delivered multiple courses.

Creative Development Network: Planned, developed, and delivered multiple courses.

Many other Professional Writing Organizations and Conferences: Complete CV available.