

# Doug Waddell - Résumé

Director, Apropel Communications Inc.

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## Expertise

- Technical communications:
  - Training materials
  - User manuals, reference guides, release notes
  - Online help (HTML)
- Web site content development, usability, design
- Web copywriting, optimization

## Profile

Professional technical writer, with more than six years of experience designing and writing online help systems and procedural guides. Areas of expertise include:

### Writing for Online Audiences

- writing online help content for applications with varied audiences (engineers, economists, technicians)
- designing and authoring content for organizational web site (STC Alberta: <http://www.stc-alberta.org> )

### Researching and Interviewing

- studying user requirements and feature design documents for creation of user-centered documentation
- interviewing subject matter experts for refinement and clarity of concepts

### Editing and Proofreading

- proofing documents for style, grammar, spelling and typographical errors
- editing technical documents for content (clarity, conciseness, and correctness)
- contributing to the development of the corporate style guide

### Championing Usability

- providing usability input to product analysts and developers (for user interface design)
- building usability into all documentation projects

## Recent Experience

2007 *Canadian Natural Resources Ltd. (contract)*  
**Communications Analyst - Contract**

- wrote and edited daily communications for internal and external audiences
- created templates for training documents and communication bulletins
- created HTML prototype for future web portal
- edited and published monthly newsletter

<b>Prior Experience</b>	<p>2000–2006 <span style="float: right;"><i>Schlumberger Information Solutions</i></span>  <b>Technical Writer</b></p> <ul style="list-style-type: none"> <li>▪ wrote HTML help and release notes for reserves management software</li> <li>▪ created and maintained training guides for Merak applications</li> <li>▪ created Adobe FrameMaker templates and coached team members on the use of FrameMaker</li> </ul> <p>1998–1999 <span style="float: right;"><i>Chevron Canada Resources</i></span>  <b>Support Analyst &amp; Trainer - SAP</b></p> <ul style="list-style-type: none"> <li>▪ conducted coaching sessions and classroom training for SAP users</li> <li>▪ maintained and updated training documentation and online help system</li> <li>▪ answered Help Desk calls and resolved SAP user issues</li> </ul> <p>1990–1998 <span style="float: right;"><i>Chevron Canada Resources</i></span>  <b>Accountant</b></p> <ul style="list-style-type: none"> <li>▪ production accounting for two gas and fields (responsible for plant allocations via Lotus 123 / MS Excel; reporting via Triangle)</li> <li>▪ fixed asset accounting for West Pembina Business Unit</li> <li>▪ work-in-progress accounting for Drilling, Design &amp; Construction</li> </ul>
<b>Relevant Training</b>	<ul style="list-style-type: none"> <li>▪ User Interface Analysis (<i>course: online-learning.com</i>)</li> <li>▪ Building Usability into Your Documentation, Interfaces and Web Sites (<i>professional seminar: STC</i>)</li> <li>▪ Introduction to Technical Writing (<i>course: Mount Royal College</i>)</li> <li>▪ Structuring Information / Hypertext (<i>course: Mount Royal College</i>)</li> </ul>
<b>Formal Education</b>	<p>1990 <span style="float: right;"><i>SAIT</i></span></p> <ul style="list-style-type: none"> <li>▪ Diploma in Business Administration</li> </ul>
<b>Technical Competencies</b>	<ul style="list-style-type: none"> <li>▪ Adobe RoboHelp, FrameMaker, Acrobat</li> <li>▪ HTML, Cascading Style Sheets (CSS)</li> <li>▪ MS Office (Word, Excel, Outlook, PowerPoint)</li> <li>▪ Merak products: Peep, VOLTS</li> </ul>
<b>Professional Interests</b>	<ul style="list-style-type: none"> <li>▪ Senior member of Society for Technical Communication (STC) (served as Webmaster and Jobline Coordinator for 2004-2005 term – also, member of Administrative Council)</li> <li>▪ Areas of interest and further study: user experience, Web copywriting, Web design, Search Engine Optimization</li> </ul>