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|  | **John McGhie*****Technical Writer/Business Analyst***Resume Date: February 2024 | Unit 38, 24-28 First Avenue**Blacktown, Sydney**NSW 2148 Australia**M: +61 (04) 1209 1410****E:** **john@mcghie.com.au****ACN:** 062 378 170**ABN:** 69 062 278 170 |

I have been a technical writer specialising in software documentation since 1986. I have been a professional writer since 1973 (in journalism and copywriting). I also have entry-level business analysis experience, and I am expert in Microsoft Word and capable of coding macros in both Word and Excel. Microsoft awarded me as an MVP in 1997 and renewed that award every year until 2018.

## Experience Types

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| --- | --- | --- |
| **Large projects** | * Multi-volume sets to 1,800 pages
 | * Help files to 2,500 topics
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| **Bid Writing** | * Tender response to 2,500 pages
 | * ITIL Processes
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| **Large companies** | * Commonwealth Bank
 | * Allianz Australia
 |
|  | * Hewlett Packard
 | * Unisys Corporation
 |
|  | * Honeywell Australia Ltd
 | * Fujitsu Australia Ltd
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|  | * Telstra Corporation Ltd
 | * Rio Tinto Alcan
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| **Project leading** | * Large print-based projects
 | * Contingency planning
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|  | * Large Windows help projects
 | * Automated letter project
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| **Software Development Lifecycle** | * Agile/Scrum/Kanban
* Waterfall
 | * RAD
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| **SGML and HTML familiarity** | * Implemented procedures as an intranet application (SharePoint)
 | * Web author for <http://word.mvps.org>
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|  | * Written a manual in SGML
 | * SharePoint expertise
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| **Graphics familiarity** | * Able to create line-art
* Good with MS Visio
 | * Use of CorelDRAW and Corel PhotoPaint
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| **Design experience** | * Six-volume mainframe manual set
 | * Large (500-page) software manuals
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|  | * 2,500-topic help application
 | * Corporate intranet application
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| **Editing experience** | * Software manuals
 | * Editing software manuals translated from Chinese/Japanese
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|  | * Extensive journalistic sub-editing
 | * Web author
 |
|  |  |  |
| Journalist (Broadcast, AAP) | Electronics technician (Air Force) | Engine Mechanic (Air Force) |

The following tables summarise my skills and experience. The level column is my self-assessment of the degree to which I possess each attribute (out of 10, in a technical writing context).

| **Area** | **Skill** | **Level** |
| --- | --- | --- |
| **Business Analysis** | Requirement elicitation | 5 |
| Use cases | 3 |
| Diagramming | 4 |
| **Technical writing** | Analysis | 10 |
| Design | 9 |
| Project management | 8 |
| **Editing** | Structural Editing | 10 |
| Substantive Editing | 9 |
| Copy Editing | 10 |
| Peer Review | 10 |
| Proofing | 8 |
| **Bid Writing** | Insurance, Rail | 8 |
| **Graphics** | Photography | 5 |
| TV photography | 7 |
| Line art | 7 |
| Bitmap | 5 |
| **Technologies** | DTP | 10 |
| Database | 5 |
| HTML Help | 5 |
| SGML/XML | 5 |
| SharePoint | 5 |
| **Quality management** | Configuration management | 7 |
| ITIL/ITSM | 4 |
| AS3563 | 7 |
| ISO9000/1/2/3 | 7 |
| TQM | 6 |
| ISRS | 5 |
| AS4258 | 7 |
| Information Mapping® | 4 |
| **Contingency planning** | Process definition | 7 |
| Analysis | 7 |
| Plan writing | 7 |
| Project management | 6 |
| **Web** | HTML/XML | 6 |
| CSS2/SharePoint | 4 |
| **Packages** | MS Word and Word for Macintosh including VBA and Templates (Microsoft Most Valued Professional 1997 to 2018) | 10 |
| MS Visio | 8 |
| MS Access | 6 |
| MS PowerPoint | 7 |
| MS Excel | 7 |
| MS Project | 7 |
| FrameMaker, FrameMaker + SGML | 8 |
| RoboHelp | 7 |
| HDK 2.6, 3.0 | 5 |
| CorelDRAW 2020 | 6 |
| SharePoint | 5 |
| Word/Excel VBA | 8 |

I have spent the following time in each industry sector:

| **Industry** | **Role** | **Years** |
| --- | --- | --- |
| Broadcast | Radio announcer/ journalist | 6 |
| Computing | Technical writer | 36 |
| Electricity | Technical writer | 3 |
| Banking/Fin. | Technical writer | 4 |
| Insurance | Business analyst | 1 |
| Minerals | Technical Writer | 2 |
| Military | Avionics tech | 3 |
| News | Journalist | 13 |
| Manuf./Rail | Technical writer | 2 |
| Retail | Trainee manager | 2 |
| Telephone | Business analyst | 2 |
| Television | Technician | 3 |

## GME Pty Ltd

Sept 2023 to Jan 2024

ISO 9001 and AS 9100 Accreditation project: policies, manuals, processes, work instructions for Australian commercial and defence electronics manufacturer. Design, development and editing of documentation.

## The Fire Knight

Jan 2023 to Aug 2023

Part-time engagement developing product and documentation for autonomous domestic and remote-area fire protection systems.

**Ausgrid**

May 2021 to Dec 31 2022

Documentation for Advanced Distribution Management System: Manuals, procedures, work-instructions. Assisted with policy development and process definition. Maintained the Doc Register, developed the Doc Tracking system.

**NSW Police Force**

May 2017 to April 2020

June 2016 to Feb 2017

Project documentation for the Body-Worn Video Project and MobiPOL Project. Implementation Plan, Support Plan, Solution Go-Live Acceptance plan, and various testing and development documents and procedures.

## Downer Group Wideband

May 2016

Three-weeks process writing for the Downer Telstra NBN wideband rollout.

* 45 processes and work instructions.

## Telstra Business Services

Feb 2016 to 23 March 2016

Technical writer/Analyst at TBS for the Globecast Australia relocation.

* Developed TBS Support Plan.
* Developed TBS Operations and Administration Manual.
* Developed Visio diagrams for both.

## National Australia Bank

July 2015 to Sept 2015

Technical writer/Analyst at National Australia Bank Wealth Management

* Developed business processes for the Pricing Actuaries.
* Developed flowcharts for the Pricing Actuaries.
* Developed processes for Wealth Management/ Member Experience.
* Developed flowcharts for Wealth Management/Member Experience.

## Ministry of Health

Feb 2015 to May 2015

Technical writer/Analyst at NSW Ministry of Health

* Developed multiple finance and accounting processes for the Finance Department.
* Completed the Procedure Manual for the Finance Department.
* Developed methodology for publishing processes to SharePoint.
* Published all processes to SharePoint.

## Hills Limited

Feb 2014 to Sept 2014

Analyst/Writer at Hills Limited.

* Analysis of Contact Centre operations.
* Documentation of the procedures currently in use at the Adelaide call centre.
* Preparation of cost reduction packs revealing opportunities for cost reduction in current business processes.
* Creation of marketing and communications procedures.

## Global Food Equipment

May 2013 to December 2013

Analyst/Writer at Global Food Equipment Seven Hills.

* Content elicitation for process documentation.
* Preparation of procedures.

## Rio Tinto Alcan/Pacific Aluminium

March 2007 to February 2009

May 2010 to November 2012

Analyst/Writer at Gove Alumina Refinery.

* Content elicitation for procedure documentation.
* Preparation of work instructions.
* Development of documentation methodology.
* Involvement with document management system.

## Laing O’Rourke Met One

Nov 2009 to Feb 2010

Bid Writer on the Met One bid for the Sydney Metro Stage 1 underground metro railway project. (Project cancelled by NSW Government)

## Children’s Hospital at Westmead

April 2010 to July 2012

Developed the documentation required for the NETS (Neonatal Transport System). NETS is a stretcher-mounted humidicrib with full instrumentation and power supply. The system can be loaded into road ambulances, air ambulances, helicopters, or regular passenger transport aircraft, and draw power from each. It will run on its internal batteries for about 3 hours, depending on load.

## Lloyds Bank PLC

March 2009 to Oct 2009

Spreadsheet Developer on the GAPS project, building substantive VBA Macros to automatically process surveys.

Analyst/Developer on the ALFA Project, leading the Letter Development team.

* Development and implementation of Letter (automatic mailing) Development Process.
* Lead and manage team of three developers.
* Develop letter functional specifications and source/object code.
* Create and administer project tracking database.

**Telstra Corporation**

March 2006 to December 2006

Business Analyst in the BigPond division.

* Requirements elicitation for online shopping project.
* UAT and PVT Testing of HTML application.
* Requirements elicitation as part of team for large program of work.
* Defect analysis and management.

## Commonwealth Bank of Australia

May 2005 to November 2005

Documentation Engineer in Business Testing and Assurance, responsible for development of policies, processes and methods for software testing, as part of the Test Renewal Project.

* I designed and implemented the internal website to make test collateral immediately available to testing staff.
* I designed and produced Word templates for production of testing deliverables.
* I created most of the graphics used.

## CSC Australia

March 2005 to May 2005

Technical Writer/Help Author. Six-weeks contract to complete the Mission Preparation System and Mission debrief Facility manuals and create help files.

* I completed both manuals on time.
* I employed aggressive time-saving methods to enable generation of 140 pages of new text to meet an otherwise-impracticable deadline.

**Allianz Australia Insurance Ltd**

June 2004 to June 2005

Production manager on large government tender that won $500 million of business.

* I designed and implemented the production process for a 2,500-page tender response.
* I designed and produced Word macros to unify and impose styles.
* I acted as an editor and author for tender response documents.

**Hewlett Packard Australia Ltd**

Aug 2003 to June 2004

Technical Writer and Business analyst to the Managed Services Midrange and Database Group. ITIL documentation.

**Australian Stock Exchange Ltd**

Feb 2000 to Feb 2002

* I created and maintained large documentation sets for the ASX, including development and interface specifications.
* I established the ASX Trading Systems Department Internal Web Site (about 4,000 HTML pages).
* I worked on the ASX Trading Processor documentation project, retrieving business rules from existing source code by reading the COBOL.

## Telstra Ltd

Feb 28, 1999 to Oct 1, 1999

I created Telstra’s contingency planning guidelines and inspection standard. This involved development and customisation of the Telcordia Ltd contingency planning methodology.

I then served as a contingency planning advisor on a project that developed about 600 business unit and application contingency plans for the Year 2000 rollover.

I was also involved in the creation of an MS Project application and an Access database to track and manage the CP development effort.

## NRMA Ltd

August 1998 to Feb 28, 1999

## Honeywell Australia

Dec 1997 to May 1998

## FreightCorp

Feb 1997 to May 1997

## Unisys Corporation

Jan 31, 1995 to June 30, 1996

## Sydney Electricity

Dec 1993 to Jan 31, 1995

## Fujitsu Australia Ltd

April 1986 to Nov 1993

* Fujitsu Manuals Award 1992
* FAST Team Award 1991

## Microsoft MVP

I was recognised by Microsoft Corporation as an MVP each year from 1997 until I resigned in 2018: [**http://mvp.support.microsoft.com**](http://mvp.support.microsoft.com)

This is a peer recognition Microsoft grants for support to the Microsoft software user community. I had dual awards for expertise with Microsoft Word on PC and Microsoft Word on Mac. Microsoft selected me as an adviser to provide Word support on the Microsoft.com Product Support Web Page.

Microsoft flew me to Seattle for consultation on the future product design of Microsoft Word, and to San Francisco to represent the Corporation as a customer adviser at their booth at Mac World in 2009 and again in February 2010.

## Professional Performance Award

My individual achievements were recognised by Fujitsu with the presentation of a Professional Performance Award in 1991. The Professional Performance Award is the highest individual recognition Fujitsu makes. Mine was awarded for leading the team that wrote a 260-page manual from clean-sheet design to publication in one calendar month. That was the manual that came second in the company’s International Manuals Competition.

## Achievement Award

Fujitsu FAST also twice recognised me with an Achievement Award for outstanding performance.

## Personal

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| **Education** | Graded journalist (Metropolitan B grade) |
| Broadcaster (regional and metropolitan) |
| Electronics technician (aviation electronics, broadcast television) |
| School Certificate (NZ, 1965) |
| **Driver’s license** | NSW C |