

David Jeroslow

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Summary of Qualifications

Skilled technical communicator with the proven ability to analyze complex information and communicate it simply.

Professional Summary


Manpower Professional, Seattle, Washington
Technical Writer

2009

- **Honeywell / Alerton Technologies (5mos)** – Created and conceived an installation and configuration guide for a new product line which manages commercial HVAC controls from a single computer. Also collaborated in a multi-writer environment for the next release of their flagship product: Envision for BACTalk. All deliverables and milestones were completed on schedule.



Siemens Business Services, Seattle, Washington
Technical Writer

2006-2008

- **Microsoft Business Productivity Online Services (2yrs, 5mos)** – Primus Knowledge Base Manager. Created and updated articles for Microsoft managed customers such as Energizer, Coca-Cola and XL Group. Consulted with all tiers of support and other subject matter experts for technical accuracy and clarity. Created training videos of internal tools for new hires. Published weekly metrics of Primus usage by Tier 1 support or other tiers as needed.
- **Microsoft Global Help Desk (3mos)** - Created dialogue, filmed video and synced voice-over (my own voice) for dozens of self-help training videos created to lower call volumes to the Help Desk. Also conceived and crafted marketing videos advertising the benefits of the Help Desk website.



Kelly IT, Seattle, Washington
Technical Writer

2005-2006

- **The McGraw-Hill Companies (3mos)** - Created online help and teacher's manuals for a suite of educational software, including Real Math, Direct Instruction, and SRA Reading. The online help and manuals (HTML, PDF) will be used by teachers in school districts nationwide. Conceived and wrote the design specifications for Real Math's V1 help system. Also, produced UI glossaries and text files for software installation. All projects were finished on or ahead of schedule.



Volt Technical Services, Seattle, Washington
Technical Writer

2002-2005

- **MSN Messenger 7.0, 7.5, and 8.0 (12mos)** – Created the online documentation (Pane Help), in XML, for MSN Messenger 7.0, April, 2005. Created and edited UI text, and developed the Pane Help for Messenger 7.5 and 8.0, August and November, 2005. Networked with program managers, developers, testers and others in the

production lifecycle. Fostered improved working relationships between Messenger Program Managers and our department. All milestones were achieved on or ahead of schedule.

- **Microsoft Smart Personal Objects Team (9mos)** - Created the first version of the online Help, in XML, for the premiere release of MSN Direct: a subscription-based, web related service. The Pane Help assists average computer users on the set up and personalization of this service. Collaborated with program managers, developers, testers and others in the production lifecycle.
- **Microsoft Financial Products Group Architecture Team (3mos)** – Managed, edited and contributed to a technical and legal document, in compliance with federal regulations, regarding the privacy and security of personal financial digital information. Consulted with various managers and developers for input, review and organization. Finished project 1.5 months ahead of schedule.
- **Microsoft Money Central Operations (6mos)** – Converted technical documents to knowledge base articles for MSN Money regarding the setup and maintenance of the back-end services for their website. Generated and edited over 1,000 pages of articles. Team adviser and instructor for the knowledge-base publishing application. Worked in partnership with program managers, developers, testers and others in the production lifecycle. All deadlines were met on or ahead of schedule.



RealNetworks, Seattle, Washington

2000-2001

Technical Writer (1yr, 5mos)

Designed and developed software documentation for a variety of different audiences, ranging from average computer users to software developers.

- **Co-creator of a web-based help system for RealPlayer** – Collaborated on the HTML based *HowTo* Guide (.CHM) for RealPlayer.
- **Sole Manager of a 10 month project** – Designed, developed, and delivered: RealArcade WinHelp, The Game Developer's Manual for RealArcade, and The Reviewer's Guide to RealArcade.
- **Director for monthly Technical Writers Forum** – Led discussions for those interested in sharing ideas and tips for technical communication.
- **Facilitator for company merger** – Conceived and designed 18 training presentations on a suite of products acquired by RealNetworks.
- **Instructor on user education** – Trained technical and customer support managers in a classroom setting using the presentations mentioned above.
- **Adviser for RealNetworks on changes to future product releases** – Conceived and managed a usability study. This included publishing results and making suggestions to the General Manager.



NetZIP, Atlanta, Georgia

1997-2000

Senior Technical Writer (2yrs, 4mos)

Delivered electronic and printed documentation.

- **Help Developer** – Developed the WinHelp systems for Netzip

Classic, FastView, and DownloadDemon. NetZIP Classic was the flagship product for the company.

- **Technical Writer** – Authored the printed manuals for NetZIP Classic and FastView.

Software Skills

Adobe: Acrobat, FrameMaker, PageMaker, Photoshop
 Allaire Homesite 4.5
 Interpress Knowledge-Base Publishing Application (Microsoft)
 Mac OS X: Tiger
 Microsoft Windows: 95 - XP
 Microsoft Office: Word, Excel, Outlook, FrontPage, Visio, etc.
 Microsoft Visual Source Safe & Source Depot
 Primus
 Product Studio (Bug tracking)
 RoboHelp 2000 and previous versions
 SharePoint Services 2.0 (6.0.2.6412)
 XMetal 4.0
 XML, HTML, BASIC, PASCAL

Recent Awards & Achievements

Project Management Certification, CompTIA Project +, May 2005

Award Recipient for Certificate of Merit for RealDownload's WinHelp system, Puget Sound Chapter of the Society for Technical Communications, March, 2001.

Educational Background

Project Management Certification

CompTIA Project +
 Redmond, WA
 May, 2005

RoboHelp Office Instructional Training

Blue Sky Software
 Atlanta, GA
 1999

Bachelor of Arts Degree in Psychology

Earlham College
 Richmond, IN
 1993

Introductory Courses

VOLT

Volt Technical Training Instruction, Seattle, WA

2002-2005

Student

Participated in regular classes for technical and professional enrichment.

- Project Management I
- Project Management II
- How to Create a Windows Network
- Introduction to Scripting with VBScript
- Introduction to C#
- Introduction to SQL in a .NET Environment

International Experience

Speak French Fluently – Participated in a study-abroad program for six months in France (1991). Also lived in Belgium for six months (1976).