

**Peter Henderson**  
11 Marion Ave  
Cold Spring, NY 10516  
(845) 231-2425

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**Overview****Highly experienced technical writer and instructional design consultant:**

- 23 years in the software industry and education ■ 18 years as a freelance writer
- Technical documentation, instructional materials, SDK/API references, online help
- Marketing white papers, business documents, web content
- Proficient in high-level programming languages and software development tools
- Communicates clearly to technical and non-technical audiences
- Outstanding research and organizational skills ■ Detail oriented
- Writes in a straightforward, logical way ■ Highly focused ■ Fast learner

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**Education**

**Master of Science:** Computer Engineering (Northeastern University)

**Bachelor of Science:** Electronic and Electrical Engineering (University of Edinburgh)

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**Software Skills Inventory**

**Document publishing:** Word, Visio, PowerPoint, FrameMaker, and Acrobat

**Web/multimedia development:** Dreamweaver, HTML, Flash, SnagIt, and Camtasia

**Help authoring:** RoboHelp, HelpStudio, and MadCap Flare

**Programming languages:** Good knowledge of C# and .NET 4.0; familiarity with C++, Java, and Visual Basic

**Software development:** Visual Studio (for creating code samples and analyzing APIs)

**Other:** Windows operating systems, SQL Server

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**Professional Experience**

*Aug. 1993-present:*

**Freelance Technical Writer and Instructional Design Consultant**

Engagements include:

**Datacap** (an IBM company): Developed a comprehensive 500-page application development training guide used extensively by IBM Enterprise Content Management implementation specialists worldwide; developed multiple API reference guides and other SDK documents for Datacap's extensible document capture platform, including C# code samples.

**KPMG:** Developed highly detailed workflow dependency documentation for use by business analysts and QA covering 200+ interrelated audit screens; developed user guide for major corporate audit application used by auditors worldwide; developed user documentation for SharePoint and web implementations of audit management portal; created diagrams and PowerPoint slides describing backend data storage architecture.

**Ricoh Americas Corp:** Designed and developed user and administrator quick reference guides for Ricoh's new copier-based scanning and document distribution application.

**New York Magazine:** Documented the functional specification for MenuPages.com, including database architecture, management interface, client interface, and integrated content management system, through analysis of existing Visual Basic codebase; produced documentation to assist software development in porting the existing website to a new platform and multi-tier architecture.

**eCopy:** Developed user and administrator guides and online help for multiple versions of eCopy's scanning and document management applications; created extensive Visual Studio-integrated API and XML reference documentation for middleware SDKs; produced technical and sales training materials; wrote white papers on specific technologies and vertical markets, as well as topics such as security and regulatory compliance.

**Memorial Sloan Kettering Cancer Center:** Developed context-sensitive WebHelp with embedded instructional videos for a PeopleSoft-based human resources application.

**Empirix:** Developed custom HTML-based help, printed documentation, and training materials for several releases of a Java-based testing framework for Enterprise JavaBeans (EJB) middleware; wrote technical white papers on middleware testing.

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**Employment History  
(continued)**

**Freelance Technical Writer and Instructional Design Consultant (continued)**

**Liberty Mutual:** Created web-based technical resources for end users and technical support; developed the user interface for a browser-based database application; developed and maintained configuration scripts for installation technicians.

**Softbridge:** Developed all hard copy and online documentation to support four major releases of Softbridge's automated testing software; participated in product design specification and usability studies; developed automated test suites.

**Computer Sciences Corporation:** Edited architecture guide for CSC object-oriented system development methodology.

**The Investext Group:** Developed user guides and online help for three online investment research and financial database applications.

**First Call:** Developed user guides and online help for several investment research applications used by brokers and analysts.

**State Street Bank:** Developed user guides, quick reference cards, and online help for three corporate banking applications.

**Iris Graphics:** Developed a series of printer maintenance courses for service engineers; worked with technical specialists to create detailed troubleshooting flowcharts.

**Cadence Design Systems:** Developed user and reference guides for an advanced semiconductor development CAD application.

*Nov. 1992-July 1993:*

**Computing Systems Support Consultant, Massachusetts Institute of Technology:**

Planned and implemented services to support users of PC and Macintosh systems; provided technical troubleshooting for PC systems and LANs; trained and supervised students providing help desk services; provided technical training for MIT staff.

*Sept. 1990-Aug. 1992:*

**Computer Department Head, Casablanca American School, Morocco:**

Taught all grade 7-12 computer classes; developed a new school-wide computer curriculum; developed and presented technical workshops for teachers; planned, installed, and managed a new departmental computer network.

*Nov. 1988-Aug. 1990:*

**Principal Educational Specialist, Digital Equipment Corp., Bedford, MA:**

Developed and taught computer installation, maintenance, and troubleshooting courses for DEC service engineers; consistently received top instructor ratings.

*Sept. 1988-Nov. 1988:*

**Electronics Instructor, Computer Learning Center, Somerville, MA:**

Taught microprocessor systems in an adult technical school.

*Aug. 1987-June 1988:*

**Software Support Specialist, University of Edinburgh, Scotland:**

Supported VLSI computer-aided design tools.