

Curriculum Vitae

Colum McAndrew MISTC

Personal Details

Name: Colum McAndrew

Location: Sutton
Surrey
UK

LinkedIn: <http://uk.linkedin.com/in/notcolin>

Blog: www.cmcandrew.com/robocolumn

Twitter: [@robocolumn](https://twitter.com/robocolumn)

Key Experience

- 12 years technical writing experience, including four in a team leadership role.
 - Proven ability to provide strategic direction to senior management on documentation issues.
 - Proven ability to deliver large documentation projects on time, whilst managing a team of writers.
 - In-depth knowledge of authoring tools and documentation delivery mechanisms.
 - Member of the Institute of Scientific & Technical Communicators (MISTC).
 - High profile in the technical communications industry, both in the UK and abroad.
 - Strong online presence with fellow technical communicators.
 - MindTouch placed my RoboColum(n) blog 15th in the 25 most influential technical communication blogs.
 - Delivered presentations to industry experts at technical communication conferences and events.
 - Member of Adobe's RoboHelp, RoboHelp Server and Technical Communication Suite beta test team since 2005.
 - Adobe Community Help Moderator and Senior Member of the Adobe product forums.
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Personal Skills

- A renowned self-starter with a passion for providing a quality product.
- Proven ability to grasp technical matters quickly.
- Considerable analytical skills developed in a variety of roles.
- Strong inter-personal and communication skills.
- Professional attitude, likable personality and friendly manner.

Software Skills

●●●●●	Expert	●●	Fairly Basic
●●●●	Advanced	●	Basic
●●●	Intermediate		

Documentation Tools

Adobe RoboHelp	●●●●●
Adobe RoboHelp Server	●●●●●
Adobe Technical Communication Suite	●●●●●
Adobe FrameMaker	●●●
Adobe Captivate	●●●
Adobe Acrobat Professional	●●●●
Microsoft Office (Word , Excel, PowerPoint)	●●●●
Microsoft Visio	●●●●
Microsoft Office SharePoint Server	●●●
Helpware FAR HTML	●●●●
Snagit	●●●●
Madcap Flare	●●
Madcap Mimic	●

Markup / Scripting Languages

HTML / XHTML	●●●●●
XML	●●●●
CSS	●●●●
SQL	●●●
JavaScript	●

Other Tools

Tortoise SVN	●●●●
Microsoft Visual Source Safe	●●●●
Microsoft OneNote	●●●●
Microsoft Project	●●●
Microsoft Access	●●●
Macro Express	●●●
Adobe Acrobat.com	●●●●●
Adobe Photoshop	●●●
Adobe Bridge	●●●
Jasc Paint Shop Pro	●●●

Documentation Methodologies

DITA	●●
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Career History

Feb 07 – Present	ID Business Solutions Ltd.
Jan 99 – Feb 07	Iris Software & Services Ltd.
Aug 94 – Dec 98	Donovan Data Services Ltd.
Aug 76 – Aug 94	National Westminster Bank PLC

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Career Details

<i>From</i>	<i>To</i>	<i>Role</i>	<i>Employer</i>
<i>Feb '07</i>	<i>Present</i>	<i>Senior Technical Writer</i>	<i>ID Business Solutions Limited</i>



Hired by this award winning, ISO 9001 Microsoft Gold Partner and accredited leader of scientific research software. The role occupies the senior position in a team of five Technical Writers providing help and training documentation for the company's products. A key part of the role is providing leadership and strategic direction to senior management and other team members.

Achievements:

- Project managed a team from different seniority levels and departments through a review of the documentation, with the deliverable of an agreed strategy for all future documentation projects.
- Successfully led a team of writers through projects to redesign and rewrite all the documentation deliverables for the company's flagship products in line with the agreed strategy.
- Incorporated a greater level of interaction inside the help documentation (e.g. movie simulations, downloadable files, etc.) to add context for specific user functions.
- Performed a thorough analysis of the help and training documentation with the aim of eradicating duplication, thereby making it easier and less expensive to update.
- Designed and implemented a documentation review process that met strict ISO 9001 audit requirements, including setting up Microsoft SharePoint workflows to manage it.
- Implemented processes to continually improve the efficiency and usefulness of all online help documentation through the capture of Adobe RoboHelp Server feedback analytics data.
- Managed the team's source control migration from Microsoft Visual SourceSafe to Tortoise SVN, whilst maintaining its ability to deliver output to the development build process automatically.
- Production of numerous white papers covering the strategic direction of the company's documentation function.
- Updated the company's Documentation Style Guide to meet the latest industry standards and created documentation templates to aid compliance with it.
- Recognition from Adobe Systems of our usage of their products, resulting in a marketing Use Case Study and presentation at the 2010 Technical Communication UK Conference.

<i>From</i>	<i>To</i>	<i>Role</i>	<i>Employer</i>
<i>Jan '99</i>	<i>Feb '07</i>	<i>Technical Writer</i>	<i>Iris Software & Services Limited</i>



Hired to fill the inaugural Technical Writer position for a division of Iris providing CRM, financial, fundraising, membership, marketing and event management solutions for the not for profit sector. Given a remit to implement exacting standards of presentation and quality for all product documentation (e.g. product help files, user guides, company intranet, release notes) as part of a demanding product release cycle.

Achievements:

- Performed a thorough analysis of the available help authoring tools, making recommendations to senior management.
- Defined and implemented the entire documentation process covering all aspects from specification and design through to client delivery.
- Implemented a consistent presentation style for all company documentation.
- Edited documentation written by the development and support staff prior to importing into the company's documentation.
- Production of 25+ help files to meet a variety of output requirements (e.g. CD-ROM, HTML Help, WebHelp, Microsoft Word, PDF).
- Project managed the conversion of help files from WinHelp to HTML Help in very tight time scales.

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<i>From</i>	<i>To</i>	<i>Role</i>	<i>Employer</i>
<i>Aug '94</i>	<i>Dec '98</i>	<i>Account Manager</i>	<i>Donovan Data Systems Limited</i>

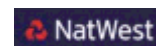


Led a team in a demanding client facing role for an IT bureau providing financial accounting and media booking solutions for the advertising industry. Requiring strong inter-personal and time management skills, the role required detailed analysis of customer requirements, production of relevant documentation, planning implementation strategies, liaison with clients and providing expert training delivery.

Achievements:

- Managed a team responsible for documenting, testing and demonstrating all aspects of a new account billing application.
- Developed and implemented a strategy to keep clients informed on all aspects of the Euro currency implementation, including production of critically acclaimed documentation packs.
- Senior member of a project team tasked with creating an in-house training suite, production of all training documentation, slides and materials.
- Managed 10+ client accounts to exacting standards including regular contact with client staff of all levels of seniority.
- Delivery of 20+ in house courses and numerous one to one off site sessions.

<i>From</i>	<i>To</i>	<i>Role</i>	<i>Employer</i>
<i>Apr '89</i>	<i>Aug '94</i>	<i>Senior Operations Analyst</i>	<i>National Westminster Bank</i>
<i>Jan '84</i>	<i>Apr '89</i>	<i>IT Training Officer</i>	<i>PLC</i>
<i>Aug '76</i>	<i>Jan '84</i>	<i>IT Operator</i>	



The Senior Operations Analyst position was responsible for agreeing and implementing operational standards for all software development. The role involved regular communication with all Bank departments, co-coordinating the operational aspects of each software implementation project and writing post implementation reports. The IT Training Officer position was responsible for the production and delivery of all IT related training. The IT Operator position was responsible for the smooth operation of all aspects of the Bank's IT network.

Achievements:

- Implemented 25+ courses on a variety of topics including a full training needs analysis and production of all course handouts, test papers, overhead slides and assorted training materials.
- Production of a template for all post implementation reports that became the standard for all future reports.
- Completed a rewrite of all operational standards following a thorough analysis of requirements.
- Developed an acclaimed IT graduate induction course.
- Delivered over 150 technical training courses ranging in duration from one hour to three weeks.

Qualifications

12 x O Levels English Language, English Literature, Computer Science, Mathematics, Statistics, Geography, Biology, History (Modern), History (Early English), Design and Technology, Italian, Religious Studies.

Other Interests

- Human Rights: Former Board member of [Amnesty International \(UK\)](#) who I represented at numerous international strategy meetings from 2005 to 2009.
- Football: Founder member of [The Dons Trust](#), the owner of [AFC Wimbledon](#), and a regular columnist for various football fanzines.
- Running: Keen runner with a best time of 3h 46m for a marathon, 1h 36m for a half marathon and 40m for a 10k.