

Product Help, User Assistance, and Single Sourcing Solutions

Product Help Development Skills

- Wrote extensive HTML-based help for virtualization software, telecom tools, project management, and DSP microprocessors.
- Created single-source documents to generate manuals (PDF) and context-sensitive HTML help.
- Judged in Online Communications Competitions (1999, 2002, 2010, and 2012) for STC Lone Star Chapter
- Won awards for CareGuide Assistant Help and Octel Yellow Pages from Atlanta STC Chapter..
- Taught industry classes using RoboHelp software to promote effective help development techniques.

Help and User Assistance Documentation Produced

Used DITA, IXIASOFT, Madcap Flare, FrameMaker, oXygen XML editor, or HTML/CSS/JavaScript to author:

- Created HTML5-responsive user help for plant asset health and maintenance needs (Emerson).
- Plug-in for VMware vCenter virtualization to manage, deploy, and troubleshoot hosts and virtual machines (Dell Computer).
- DSP Integrated Development Environment (Code Composer) and DSP/BIOS data visualization tools (Texas Instruments).
- Enterprise Security user and reference guides (Citadel Security Software).
- Java API for next generation call control and Voice XML applications (intervice).

Portfolio examples available at: http://www.theprometheusacademy.com/steve_smith.html

Information Architecture

Adapted and expanded client help systems to include:

- Design single-sourcing solution for product guides and training requirements.
- Targeted frequently used customer tasks (determined from customer support databases)
- Database tables, columns, and primary/foreign key links for system administrators
- Application Programming Interface (API) concepts for third-party developers

Modified award-winning designs with adult-learning models to give clients effective support systems:

- Adapted Dell design to use a topic-based model for Ernst & Young project management help
- Modified TI DSP documentation portal to deliver 1200 up-to-date documents to customers

Designed help systems to adapt to users with different PC skills and domain knowledge:

- CareGuide—determine user skills by recording topics for doctors, nurses, or administrators.
- Ernst & Young—tutorials and daily procedures integrated for project management users

Expanded software tools to meet unique client requirements:

- Used RoboHelp to create Microsoft compiled-HTML help and restructured help for Eclipse.
- Created Perl algorithms to convert RoboHelp support files to DITA and Eclipse formats.