

15610 Westside Hwy. SW
Vashon, WA 98070
www.johneosborne.com
johno@johneosborne.com

voice: (206) 567-4797
cell: (206) 910-5693
fax: (866) 291-8312

Resumé John Edward Osborne

Summary of Qualifications

- 20+ years of technical writing and editing, with seven years in the Internet and software industries
- Eight years of data analysis and presentation, including mathematical modeling and advanced statistics
- Teaching and instructional design for software, science, writing skills, and grammar
- Formal training in C, FORTRAN, and BASIC; self-taught user of Java and Visual Basic

Experience

- **Programming Writer** Microsoft, Redmond, WA (2006-Present) Write reference documents, including API and procedural topics, for developers of Windows device drivers. Gather information from design specs, header files, and communication with programmers to create a process-oriented view of driver development. Tools include Word as an XML editor, SharePoint, InfoPath, source control, and Visio.
- **Editor** Steyer Associates Inc., Bainbridge, WA (2003-2006) Edited Microsoft publications, including courseware for Project Server and help for driver developers. Applied the Microsoft Manual of Style and the Chicago Manual of Style. Created diagrams of operating system architecture using Visio.
- **Instructional Designer** Edifecs, Bellevue, WA (2003) Designed training materials, including slide presentations, plans, and course books for system administrators and users of software that enable B2B communities. Course content included topics in Electronic Data Interchange (EDI), XML, and HIPAA.
- **Marketing Writer** WRQ, Inc., Seattle (2003) Wrote and edited marketing collateral for software that emulates mainframe terminals. Documents included white papers, case studies, Web content, ad copy, and articles for newsletters and journals.
- **Instructional Designer** WRQ, Inc., Seattle (2001–2003) Wrote training for software used by programmers to integrate mainframe computers with personal computers and the Web. Courses covered topics in mainframe technology, object-oriented programming, networks, middleware, enterprise application integration (EAI), and enterprise applications such as SAP and Siebel. Wrote in FrameMaker and coordinated with developers and trainers. Created and maintained demos that included JSP, JavaBeans, ASP pages, Web services, and message queues.
- **Trainer–Adobe FrameMaker** Seattle (2001–Present) Quintessent Communications Inc.; Bellevue Community College; Society for Technical Communication. Teach introductory FrameMaker skills for technical writers, in courses lasting from 8 to 21 hours. Cover basic document production and conversion of documents from Microsoft Word, with an emphasis on using FrameMaker in team settings to produce consistent results. Produce PowerPoint presentations.
- **Nonprofit Director** Chisna Institute, Seattle (1999–2003) Conducted market research, planned budgets, and pursued funding to provide editing services through a nonprofit corporation to other nonprofit organizations. Wrote an online tutorial to train volunteers in editing technical documents, developed a database-driven Web site.
- **Technical Writer** eCharge Corporation, Seattle (2000) Researched and wrote user guides, installation guides, and a style guide for a provider of online payment systems. Audiences included engineers and IT staff and merchants who use the services. Topics included Oracle, Unix, and Solaris systems, server configuration, telecommunications, networking, encryption, and database design. Composed documents in FrameMaker and Word, distributed in PDF and HTML formats. Developed a FrameMaker template, established procedures for document production.
- **English Teacher** British Council: Jakarta, Indonesia (1989); Amman, Jordan (1998-1999) Taught grammar, writing skills, and conversation skills to students who ranged from absolute beginners to nearly fluent speakers. Students included journalists, scientists, engineers, and educators. Grammar topics covered the full range of formal and informal structures.

- **Lecturer** Seattle University, Seattle (1995-1997) Developed a curriculum based on writing projects to teach concepts in biology and earth science. Trained undergraduates in peer editing, library research, and writing skills. Created lab exercises using Internet sites as data sources for science topics. Served as an academic advisor.
- **Environmental Scientist** Herrera Environmental Consultants, Seattle (1991–1998) Wrote reports, impact statements, and proposals for water resources in the Pacific Northwest. Applied mathematical models to environmental data for assessment and prediction of human impact. Developed budgets, scheduled tasks, coordinated fieldwork, and produced documents.

Education

Bachelor of Science, Zoology, University of Wisconsin-Madison, 1983. Deans List, Award of Academic Excellence.

Master of Science, Oceanography, University of Washington, 1985. Egtvedt Scholar.

Secondary School Teacher Certification Program, University of Washington, 1986.

Certificate in Teaching English as a Foreign Language, Seattle University, 1998.

Professional Associations

Member of the Society for Technical Communication (STC). Member of the Society for Intercultural Education, Training and Research (SIETAR). Liaison between SIETAR and STC.

Volunteer Work

Maintain and design Web sites for Vashon Islanders for Peace, a community-based organization, and Playback Theater Northwest. Serve on the board of the Westside Water Association, a local water utility.