

# David Artman

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**Qualifications** Meticulous and creative producer, editor, and writer with broad experience documenting technical subject matter and the IT development lifecycle, as well as creating marketing collateral. Skilled in all phases of print and online production: planning and design; style and process development; template and form creation; writing and editing; screen capture, image processing, illustration, and diagramming; deliverable preparation and life cycle management. Highly proficient with Adobe Acrobat, FrameMaker, Illustrator, PageMaker, and Photoshop; Cardiff TELEforms with PDF+; Corel XMetal; eHelp RoboHelp Classic and HTML; IBM ID Workbench; Intuit QuickBooks Pro; Jasc Paint Shop Pro; Macromedia Dreamweaver, Flash, FreeHand, Fireworks, and HomeSite; Microsoft Access, Front Page, Office Suite, and Visio; Quadralay WebWorks Professional. Experienced with installing and troubleshooting network and desktop PCs and Macintoshes.

**Experience** 2/2006 – 2/2011 IBM Corporation Research Triangle Park, NC

**Information Developer (Under contract with CTG)**

- Revised and created new manuals for Retail Store Solutions hardware products, including 4690 OS and Retail Management Agent retail software, SurePOS Point of Sale systems, and SureMark 4610 printers.
- Updated publication library and application help system for Version 6-7.2 of the Application Client/Server Environment (ACE) for 4690 OS, which is software used by several major retailers and the DoD (DeCA).

11/2003 – 11/2004, 5 – 10/2005 Cisco Systems, Inc. Research Triangle Park, NC

**Technical Editor (Under contract with TPS, Inc.)**

- Edited Cisco.com online technical support documentation in XML to conform to a complex set of style, format, diction, quality, and process requirements.
- Produced network diagrams in Visio and processed software screen captures for web and PDF publication.
- Helped improve and extend documentation style standards, references, and production processes.

8/1999 – 5/2005 Mad Czar Creations Durham, NC

**Freelance Print and Web Designer**

- Designed advertisements, business publications, and web interface elements using PhotoShop, PageMaker, Drumbeat, and Acrobat for various clients, including *Urban Hiker Magazine* and Blue Cross Blue Shield.
- Installed and integrated PC-based sales, accounting, and administration software for Tarheel Framing, including inventory management, invoice and business letter design, and client communications.
- Provided software use and production process training for various clients.

2/2005 – 4/2005 ABB, Inc. Raleigh, NC

**Production Specialist (Under contract with TPS, Inc.)**

- Used FrameMaker source documents to generate context-sensitive compiled (CHM) and JavaScript-driven HTML Help using WebWorks Professional.
- Developed and authored production processes for version control, source file editing, and help system generation.

2/2003 – 6/2003 Durham School of the Arts Durham, NC

**Technical Support and Tutor**

- Monitored and maintained two iMac labs and a PC lab on the Durham School of the Arts campus.
- Supported teachers and staff with applications, hardware troubleshooting, and desktop publishing.
- Tutored 6<sup>th</sup> through 12<sup>th</sup> grade students in Computer Science, English, Math, and Social Studies.

2/2002 – 4/2002 Cancer And Leukemia Group B, Duke University Durham, NC

**Forms Developer**

- Developed templates and standard objects in TELEform Designer to be exported to PDF and print forms.
- Helped develop style standards and production processes for patient registration and questionnaire forms.

**Experience**

8/2000 – 4/2001 GlaxoSmithKline, Inc. Research Triangle Park, NC

**Technical Writer (Under contract with New Boston Systems)**

- Converted user documents and test plans to FrameMaker and edited for accuracy, style, and consistency.
- Created complete template scheme in FrameMaker for project documentation.
- Developed document production process for entire team, including process flow-charting in Visio, authoring in FrameMaker, source control in Documentum, and publishing to Acrobat.

1/2000 – 7/2000 BuildNet, Inc. Research Triangle Park, NC

**Production Specialist (Under contract with New Boston Systems)**

- Produced BuildSoft 3.6 manuals using FrameMaker and Acrobat, and edited copy for clarity and style.
- Designed and developed corporate style guide in RoboHelp HTML as an HTML Help system.

10/1998 – 8/1999 IBM Corporation Research Triangle Park, NC

**Technical Writer (Under contract with Intervise Consultants)**

- Wrote maintenance manuals for IBM Netfinity servers and options using BookMaster and Visual Slick Edit.
- Maintained databases of text and art files for publication to printed books and online PDFs.

2/1997 – 7/1998 Interactive Magic Morrisville, NC

**Customer Support Technician and Writer/Editor**

- Supported entire line of Interactive Magic games.
- Developed and implemented a tracking and problem logging database in Access for the company.
- Edited and maintained IMagicGames.com FAQs.
- Edited six game manuals in FrameMaker and three Windows help systems in RoboHelp Classic.
- Wrote extensive creative copy, including helping to design *Malkari*.

**Training**

2002 Cardiff Alexandria, VA

- TELEforms 101+

2000 Scriptorium Research Triangle Park, NC

- Advanced FrameMaker Training with WebWorks Professional Module

**Education**

1991 – 1993 University of North Carolina Greensboro, NC

- Bachelor of Arts in English. Bachelor of Arts in Philosophy. Graduated Cum Laude.

1990 – 1991 University of Hull Hull, England, UK

- Studying English and Philosophy.

1988 – 1990 North Carolina State University Raleigh, NC

- One year Computer Science major, then English and Philosophy double-major.

**Credits**

- Editing, *Passages*, Blue Devil Games (2006)
- Editing and Layout, *Perfect*, Inciteful Entertainment (2006)
- Creative Writer, *Malkari*, Interactive Magic (1999)
- Manual Layout & Text, *Industry Giant*, Interactive Magic (1998)
- Support Text, *War, Inc*, Interactive Magic (1998)
- Editing Assistant, *Vangers*, Interactive Magic (1998)
- Editing Assistant, *Great Battles of Caesar*, Interactive Magic (1998)
- Technical Editing Assistant, *Semper Fi*, Interactive Magic (1998)
- Presenter, New England Undergraduate Philosophical Conference, Tufts University (1992)
- O'Henry Award (Junior) for "Commando," Greensboro Historical Society (1987)