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ELECTRIC INK LTD

Technical Writing

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Consulting

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ONLINE HELP: *RoboHelp/HTML, Captivate, Forehelp/HTML, Doc-to-Help, AuthorIT, Help Writer's Assistant. DTP: Quark Xpress, FrameMaker, PageMaker, Ventura, Word, WordPerfect. GRAPHICS: CorelDraw, Illustrator, PhotoShop, ELECTRONIC PUBLISHING: FrontPage, Dreamweaver, Authorware, Acrobat, Folio. ENVIRONMENTS: DOS, Windows (3.x, 95, 98, Me, NT, 2000, XP), MacOS (OSX), OS/2, Unix (X-Windows). HARDWARE: PC, Macintosh, Workstation, Minicomputer, Mainframe.*

STATE SERVICES COMMISSION – E-GOVERNMENT UNIT: Edited/re-wrote technical policy documents; appointed to a Working Group upgrading the e-Government Interoperability Framework (e-GIF) for New Zealand. [Wellington: 2004-2005]

WELLINGTON CITY COUNCIL: Writing deskfiles and procedural standards for several roles in the Parks & Gardens business unit. [Wellington: 2004-2005]

LAND TRANSPORT SAFETY AUTHORITY: Revised Vehicle Inspection manuals to current standards, using Word and CorelDraw. [Wellington: 2003-2005]

SYTEC: Developed web-based help for change-control system; wrote and formatted comprehensive user guide for online corporate-rating system. [Wellington 2001-2005]

LUCENT TECHNOLOGIES / AVAYA COMMUNICATIONS: Revised online help for telecommunications configuration program; desktop published technical manuals for telecommunications hardware and software; wrote user guide and webhelp for online translation checker integrating FrameMaker and Netscape. [New Jersey: 1998-2005]

LANGUAGEWORKS: Desktop published translations of technical manuals in multiple languages using Framemaker, Pagemaker, and CorelDraw. [New York: 2002-2005]

WRITE GROUP: Rewrote, plain-English-edited, and formatted documents for business and government, including Prime Minister's Office, Ministry of Education, NZSIS, NZ Fire Service, NZ Business Roundtable, M-co. [Wellington: 2001-2004]

THEGOOEY LTD: Developed web-based online help for internet portal in conjunction with local ISP (iHug). [Wellington: 2001-2002]

BARCLAYS CAPITAL: Rewrote and performed Quality Assurance on documents outlining traders' procedures, for internal audit. [New York: 2000-2001]

CHASE MANHATTAN BANK: Wrote and formatted HTML pages; and wrote, desktop published, and coordinated printing of quick reference cards; for various online financial systems. [New York: 2000-2001]

GARBAN-INTERCAPITAL: Developed web-based help and quick reference card for fixed income online trading system. [New York: 2001]

CCH-TRADEMARK RESEARCH: Wrote comprehensive user guide for trademark research query and reporting system. [New York: 2001]

ROBOCAST: Wrote online help and marketing material for new technology that creates user-configurable automatic displays of sequential, linked web pages. [New York: 1998-2001]

AXSPOINT: Wrote marketing material for online XML applications for compress-ing, retrieving, and sharing vast quantities of information. [New York: 2000]

PERSHING FINANCIAL: Created simulations of mainframe emulation application, for web-based training, using Authorware. [New York: 2000]

UNILEVER: Wrote and designed online help, user guide, and system documentation for account management and field sales promotion system. [New Jersey: 1997-2000]

ASTATA: Wrote and designed web-based help for wireless job tracking, administration, and accounting system. [New York: 2000]

ON2: Compiled web-based help for new technology broadcasting full-screen, television-quality video over the internet. [New York: 2000]

MARKETXT: Wrote user guides, web-based help, and javahelp for broker, trader, user, and customer service components of after-hours online trading system. [New York: 1999]

NEOVISION: Developed platform-independent, web-based help for graphical financial analysis tool; trained staff in ForeHTML. [New York: 1999]

THOMAS H. LIPTON: Customized parent company's user guide and online help for tracking Lipton-specific product sales; trained staff in RoboHelp. [New Jersey: 1995-96, 99]

PLAID BROTHERS: Updated online help for investment portfolio management system from 16 to 32-bit; completely redesigned help interface; trained staff in RoboHelp. [New York: 1999]

BANK OF NEW YORK - ESI SECURITIES: Wrote, designed, and desktop published user guide, MS-HTML help, and webhelp for commission budget management program. [New York: 1998-99]

GLOBAL INVESTMENT SYSTEMS: Created online help version of manual for mutual fund accounting system; designed webhelp prototype for mutual fund shareholder account management system; trained staff in RoboHTML. [New Jersey: 1995-96, 1999]

MAGITECH: Wrote online help for MS Exchange Server administration program. [New York, New Jersey: 1998-99]

GUY CARPENTER / EQECAT: Wrote and desktop published user guides and online help for catastrophe modeling, program placement, accounting, and contract drafting applications for the reinsurance industry. [New York: 1995-99]

CLARK BOARDMAN CALLAGHAN / WESTGROUP: Wrote and desktop published user guides and quick reference guides for several electronically published (CD-ROM) legal reference and practice systems. [New York: 1994-97]

GENERAL ELECTRIC: Created online help for sales, marketing, and inventory systems for GE Supply branches and customers. [Connecticut: 1995-97]

XYTZ: Wrote user guide for multi-user, graphical, development system and run-time environment for distributed databases and remote applications; developed online help for Y2K spreadsheet analysis program. [New York: 1994-97]

CITIBANK: Wrote system overview and online help for International Customer Service Representative procedures for company Intranet; wrote System Administrator manual for international banking system. [New York/Delaware: 1993-94, 96]

DUN & BRADSTREET: Wrote and desktop published user guides, and designed, wrote, and compiled online help for Windows-based systems for remotely accessing the D&B Information Base. [New York: 1993, 95-96]

DYNAMIC SERVICES INTERNATIONAL: Created online help for publishing company marketing support application; designed and wrote programmers' company brochure. [New York: 1996]

SOFTWARE CORPORATION OF AMERICA: Created online help for application for remote communications between police patrol cars and station dispatchers. [New York: 1995]

STANDARD & POORS: Redesigned, desktop-published, and wrote addendum to manual for CD-ROM database of American businesses. [New York: 1995]

WESTCON: Consulted to redesign and resolve problems in creating catalog of products and services produced as a Windows online help file; trained staff and helped implement proposed changes. [New York: 1995]

FINANCIAL TECHNOLOGIES INTERNATIONAL: Consulted to resolve problems inhouse documentation department was having with current software and procedures; wrote proposal for new standards. [New York: 1995]

GLAXO PHARMACEUTICALS: Developed online help for comprehensive system for physicians and hospital staff to keep complete medical records. [New York/Chicago/Raleigh-Durham: 1995]

DAVID WERNER INTERNATIONAL: Wrote and desktop published user guides, and designed, wrote, and compiled online help for DOS and Windows versions of program for cataloging music collections. [New York: 1994-95]

LIPPER ANALYTICAL: Wrote and desktop published user guide and prototype online help for client-server based analytic reporting system. [New York: 1994]

BERLITZ TRANSLATION SERVICES: Desktop published technical manuals in French, Spanish, German, and Italian. [New York: 1993-94]

SALOMON BROTHERS: Wrote and desktop published System Administrator's manual for financial reporting system networking database server to front-end Windows, Macintosh, and Workstation interfaces. [New York: 1993]

APPLIED AUTOMATION TECHNIQUES: Wrote and desktop published user guides, system specifications, and promotional material on inventory, shipping, quality assurance, and time and attendance systems using portable radio-controlled barcode-scanning computer terminals networked on a UNIX-based system. [Miami/Tampa/Atlanta/Milwaukee/New York: 1992-94]

ALMALY: Wrote and desktop published user guides for a comprehensive, modular, multi-platform accounting system. [Miami: 1992]

TELECOM: Desktop published complex technical manual for international telecommunications. [Sydney: 1992]

PB MARKETING: Desktop published brochures and advertisements for law and accounting firms; wrote user guide for database/marketing tool for legal professionals. [Sydney: 1992]

MUSEUM OF TELEVISION & RADIO: Wrote and desktop published user guides and System Administrators' manuals for the museum library computer system, integrating Mac/PC/Video technology. [New York: 1991]

UNITED NATIONS: Wrote and desktop published training guides on NetWare, WordPerfect, dBASE, Lotus, and PC/DOS; Managing Editor of quarterly newsletter distributed worldwide; supervised desktop publishing in the Division of Management Information Services. [New York: 1988-90]

BEAR, STEARNS & CO: Researched, wrote, designed, and produced system design and development specifications, program and system documentation, and user guides for mainframe investment banking applications. [New York: 1987-88]

COLUMBIA UNIVERSITY: Wrote manual for minicomputer application managing campus-wide building maintenance; created subsystems for data management and reporting with S/38 utilities; supervised staff using the system. [New York: 1985-87]