

Jack Massa
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Summary Skilled writer, editor and developer of online and print communications. Experienced training designer and developer. Expert at making complex information clear.

Professional Highlights Business communication specialist since 1984. Independent consultant (full or part-time) since 1986.

Designed, scripted, and developed web-based and computer-based training and multimedia demonstrations. Designed and coded many iterations of commercial and educational web sites. Designed and developed many context and hypertext help systems. Established standards for online information for several organizations.

Wrote and edited numerous user guides, technical manuals, and training guides.

Wrote concise and persuasive marketing copy for products and services, including brochures, web pages, press releases, direct mail, magazine ads, case studies and white papers.

Managed and edited winning proposals for U.S. government and commercial sector clients.

Information Mapping expert. Certified instructional designer. Conversant with corporate and U.S. Government documentation standards. Experienced web master. Presenter at industry conferences. Published science fiction author.

Recent Experience **Nexidia, Inc. 2008.** Designed and developed training and job aids for users of speech analytics software for call centers. Produced participant and facilitator guides and PowerPoint decks for both classroom and live web-based delivery. *Tools: Microsoft Word and PowerPoint, PaintShop Pro, SnagIt, Captivate.*

Tridia Corporation. 2003-2008. Created technical documentation and HTML-based help for Windows and UNIX software. Designed and developed web-based documentation. *Tools: RoboHelp, Word, Acrobat, PaintShop Pro, HTML.*

Digital Insight, an Intuit company, 2008. Updated over 3,000 pages of product information, converting from legacy files to RoboHelp and Microsoft Word. Standardized formatting and procedures. Designed and delivered training to enable client staff to perform updates going forward. *Tools: FrameMaker, Acrobat and RoboHelp, Microsoft Word, PaintShop Pro.*

Unisource Worldwide, 2007-2008. Created Help, internal marketing materials and web-based training for a B2B eCommerce site. *Tools: Word, RoboHelp, JavaScript, Captivate.*

PossibleNOW, 2007-2008. Consulted on design and requirements definition for web portals and web-based applications. Wrote specifications, white papers, and technical marketing documents. *Tools: Word, PowerPoint, PaintShop Pro.*

Digital Insight, Inc., 2005-2007. Wrote technical documentation for installing and configuring server-based software. Developed user documentation and Help for Internet banking applications. Designed and conducted a usability audit and wrote resulting User Interface Standards. *Tools: FrameMaker, Word, RoboHelp, Acrobat, Visio, SnagIt, PowerPoint, Excel.*

The Home Depot, Enterprise Data Warehouse, 2004-2005. Designed and developed web-based training and user guides for enterprise reporting software. Wrote system documentation for technical audiences and internal communications for management. Implemented and managed an online collaboration environment. *Tools: Word, Visio, PowerPoint, Acrobat, Sharepoint, Qarbon Viewlet Builder.*

Platforms	Internet/Intranet. Microsoft Windows and Sharepoint. Apache Web Server. Linux/UNIX. Microsoft SQL Server. Oracle.
Tools	Microsoft Word, RoboHelp, HTML, Acrobat, FrameMaker, Pagemaker, Dreamweaver, Flash, Captivate, Homesite, FrontPage, JavaScript, Active Server Pages, DemoShield, Qarbon Viewlet Builder, PaintShop Pro, Fireworks, SnagIt, Corel Draw!, PowerPoint, Visio, Excel, Microsoft Project, Access.
Application Areas	Banking, accounting, human resources (personnel, benefits, and payroll), networking and telecommunications, manufacturing, ERP/SAP, EDW, call center, facilities procurement, document management, construction cost estimating, CAD, legal, project scheduling.
Employment History	<p>Independent Consultant and Principal of Guidance Communications, Inc., 1996 - Present.</p> <p>Documentation Manager (Contract), CADNET/eQuorum Corporation, 1996-2003.</p> <p>Senior Information Designer, Documentation Team Leader, Dun & Bradstreet Software, 1993 - 1996.</p> <p>System Documentation Specialist, Building Systems Design, Inc., 1991-1993.</p> <p>Freelance Technical Writer and Consultant, 1986 - 1990.</p> <p>Product Information Analyst, Senior Product Information Analyst, Unisys Corporation, 1984 - 1986.</p>
Education	<p>BA in Humanities. New College, Sarasota, Florida, 1975.</p> <p>MFA in English. University of Massachusetts at Amherst, 1978.</p> <p>Certificate in Computer Programming and Operations. Control Data Institute, Atlanta, 1984. Graduated with honors.</p> <p>Certificate in Learning Design, American Society for Training and Development (ASTD), 2007.</p>
Key Seminars	<p><i>Writing Procedures, Policies, and Documentation</i>, 1984. <i>Three-day Info-Mapping Specialist Training</i>, 1985. Information Mapping Inc.</p> <p><i>Teaching Technical Topics</i>, 1986. Practical Management Inc.</p> <p><i>Low Cost Multimedia</i>, 1994. William Horton Associates.</p> <p><i>Effective Management Skills</i>, 1995. Boston University.</p> <p><i>Advanced Macromedia Flash MX with ActionScript</i>, 2002. Macromedia Inc.</p>
Honors	<p>Control Data Institute, Outstanding Student Achievement Award, 1984.</p> <p>Unisys Corporation, Achievement Award for Excellence, 1985.</p> <p>Society for Technical Communication, Technical Publications Competition: awards for writing and editing in 1987, 1990, 1992, 1997, and 1998, including the Atlanta Chapter Best-of-Show Award. Online Communication Competition: awards for help, web development, multimedia, and web-based training in 1997, 1998, 1999, 2000, 2001, 2002, 2003, 2004.</p> <p>Named Associate Fellow of the Society for Technical Communication, 2004.</p>

References and samples on request