

Dave Till

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Skills and Competencies:

- Can produce clear and concise documentation for any target audience from beginners to experts
- Able to grasp technical concepts quickly and thoroughly
- Over 14 years of experience as a technical writer, and over 20 years of experience in the IT sector
- Extensive web design and web-related development experience, including web-based instructional design and corporate Intranet development
- Efficient, reliable, able to multi-task effectively under deadline pressure
- Able to work effectively in FrameMaker, RoboHelp, Microsoft Word, Visio, XML, Adobe Photoshop, Camtasia, dynamic HTML (including cascading style sheets and JavaScript), PHP, MySQL, GIMP, Paint Shop Pro, Perl and C
- Extensive background in software and technology, including a Master's degree in Computer Science from the University of Waterloo
- Author or co-author of three books on the Perl programming language

Recent Work Experience:

2008-2011: Technical Writer, iINTERFACEWARE, Toronto.

- Solely responsible for planning, organizing, writing and updating all documentation for three major releases and multiple point releases of the Iguana and Chameleon products, including updates to a 2400-page on-line manual
- Created training documents that provided introductions to the Python and Lua programming languages and to the HL7 messaging standard
- Created all of the documents required for SR&ED tax claims
- Designed and implemented an XML-based processor to generate HTML output for on-line documentation

2007: Technical Writer, Cascada Mobile, Toronto (contract position).

- Planned and wrote on-line manuals for the Cascada Mobile Breeze product
- Adapted and customized DokuWiki open-source software to display these manuals

2006-2007: Technical Writer, Ministry of Government Services, Toronto (contract position).

- Created an information plan and content specification plans for the Ontario Gateway Project
- Wrote initial implementations of the reference and user documents specified in these plans

2005-2006: Instructional Designer, Corporate Communications Interactive, Toronto (contract position).

- Created more than 20 interactive web-based training modules for two major clients
- Supervised other instructional designers

2002-2004: Technical Writer, INEA Corporation, Toronto.

- Created and maintained all documentation for the company's web-based and Excel-based products, including user guides and help pages, successfully keeping up with frequent product changes on a tight deadline schedule
- Maintained user guides and help pages for other reporting-based products, also on deadline
- Regularly rebuilt all of the company's on-line help pages

2000-2001: Technical Writer, Classwave Wireless, Toronto.

- Planned and developed the complete set of documentation requirements for the Wireless Polyphony product line
- Created installation guides for product prototypes
- Created SR&ED tax claim documentation

1996-2000: Senior Technical Writer/Programmer, UUNET Canada, Toronto.

- Created and maintained UUNET's Point Of Presence (POP) documentation
- Maintained the on-line billing system and the company Intranet
- Developed custom software for various data conversion projects

1994-1996: Technical Writer, KL Group, Toronto.

- Created combined user guides and reference manuals for three of the company's main product lines under tight and sometimes overlapping deadlines

1992-1994: Technical Writer, Sietec Open Systems, Toronto.

- Wrote tutorial guides, installation guides and reference manuals for medical imaging software

Education:

- M.Math, Computer Science, University of Waterloo. Thesis title: *Tuples In Imperative Programming Languages*.
- B.Math, Computer Science, University of Waterloo. Graduated on the Dean's Honours List.

Books Written:

- *Teach Yourself Perl in 21 Days*, SAMS, ISBN 0-672-30586-0, 1995.
- *Teach Yourself Perl 5 in 21 Days*, second edition, SAMS, ISBN 0-672-30894-0, 1996. This book has been translated into French.
- *Teach Yourself Perl 5 for Windows NT in 21 Days* (co-author), SAMS, ISBN 0-672-31047-2, 1997. This book has been translated into Korean.