

TDS Technical Documentation Solutions

SHOLEH GREGORY, PRINCIPLE

TechnicalDocumentationSolutions.com

<http://www.linkedin.com/in/sholehlinkedin>

*System ~ Architecture ~ Concepts ~ Developers Manuals
Information Architecture ~ UI Design ~ Project Management Services
Security ~ Storage ~ Messaging ~ Embedded Systems Technologies*

Technical Writer with over fifteen years of progressive and comprehensive experience in researching, writing, editing, and publishing highly useable technical documentation solutions for companies such as [McAfee](#), [Maxim](#), and [Sun](#).

Proven ability to turn technical concepts into clear, coherent documentation through interviews and hands-on product usage and by leveraging a technical background that included a [Bachelor in Computer Science](#) and [Information Systems Security](#) course work. Often chosen for highly technical and mission-critical projects.

- **Technologies:** Internet Security – RADIUS, RSA, PKI, Cryptography, PGP
Networking – LAN, WAN, DNS, NTP, TCP/IP, SMTP, POP3
Messaging Servers – DNS, HA, IMTA, LDAP, MIME
Network Storage – SAN, NAS, LUN, RAID, Veritas Volume Manager
Embedded Systems – Power Management, Storage, FPGA
- **Programming:** C, Assembly, Pascal
- **Hardware:** Sun Workstations, storage devices, network appliances, PCs
- **Operating Platforms:** MS Windows XP, Windows NT, Solaris, Linux
- **Authoring Tools:** FrameMaker, Acrobat, MS Word, WebWorks Publisher
- **Source Control Systems:** CVS (Concurrent Versions System), Perforce,
- **Documentation Types:** Architecture, Developer, Installation, System, Administration, User

TECHNICAL DOCUMENTATION EXPERIENCES

MACAFEE, SANTA CLARA, CA

4/10 – 1/11

TECHNICAL DOCUMENTATION CONSULTANT, MARKETING DIVISION

- Conducted an extensive research and wrote a side-by-side features analysis for McAfee Enterprise Mobility Management (EMM) that secured and managed mobile data, devices, and applications against a competitor.
- Researched and wrote two competitive reviews for McAfee EMM versus two other products.
- Wrote an evaluation guide for McAfee's next-generation firewall that discussed the features of traditional firewalls, specified the key features that defined McAfee's next-generation firewall by which next-generation firewalls should be evaluated, and illustrated some use-case scenarios.

MAGNUM SEMICONDUCTOR, MILPITAS, CA

12/09 – 2/10

TECHNICAL DOCUMENTATION CONSULTANT, MARKETING DIVISION

- Researched, developed, and wrote a product brief based on DXT compression format that provided multi-stream high-definition media processing solution for consumer and professional applications from concept to print.

39882 PARADA STREET, NEWARK, CA 94538

510.226-9213

TECH-DOC-CONSULT@SBCGLOBAL.NET

TECHNICAL DOCUMENTATION EXPERIENCES (CONTINUED)

MAXIM INTEGRATED PRODUCTS (MOBILYGEN), SUNNYVALE, CA
CONTRACT SENIOR TECHNICAL WRITER, ENGINEERING DIVISION

8/08 – 6/09

- Provided an SDK guide that presented the tools necessary for developing H.264 codec products. This guide integrated building the Linux distribution, building host software packages, creating combined distribution and host images, creating and running flash memory images for booting the board, connecting the board to controllers and devices, and setting up audio and video chips.
- Provided a Programming Getting Started guide that incorporated an overview of a reference codec control application, an overview of the Lua scripting language that was embedded within this application, and how to interface with the codec.
- Made several updates to a codec datasheet; Designed and implemented the Tech. Pubs. Wiki page; Re-structured and implemented the Tech. Pubs. Directory on Subversion.

DIGITAL FOUNTAIN, FREMONT, CA
CONTRACT SENIOR TECHNICAL WRITER, ENGINEERING DIVISION

11/06 – 8/08

- Provided a streaming engine Software Development Kit (SDK) library that applied Forward Error Correction (FEC) technology to network streams, enabling streaming media software and equipment providers build tools into applications that deliver broadcast-quality media without requiring the buffering wait period common to Internet streaming clients on PCs.

MENDOCINO SOFTWARE., FREMONT, CA
CONTRACT SENIOR TECHNICAL WRITER, ENGINEERING DIVISION

5/06 – 9/06

- Provided a documentation set for a data recovery product, based on Continuous Data Technology (CDT). The highlights of the project were writing product architecture and disaster recovery guides. The challenges were to complete a one-year project in only four months while working in a remote setting.

MONTAVISTA SOFTWARE INC., SUNNYVALE, CA
DOCUMENTATION ENGINEER, ENGINEERING DIVISION

3/05 – 1/06

- Provided an end-to-end documentation solution for a power management capability that was embedded within Linux-based mobile devices. It included the technology background, product features, concepts, and tasks for designing and implementing user-defined power management.
- Presented a Carrier Grade Language (CGL) Storage management feature as an added value to the CGL product by providing a comprehensive documentation plan that identified it as a marketable product while showing its components and product functions.

POSIT SCIENCE (NEUROSCIENCE) CORPORATION, SAN FRANCISCO, CA
CONTRACT SENIOR SCIENTIFIC WRITER, RESEARCH & DEVELOPMENT DIVISION

1/05 – 2/05

- Successfully compiled a training guide in two weeks, enabling educators of a “brain rebuilding” software to teach clients how to enhance memory performance. The guide included written objectives, scientific rational and progressive exercises based on a set of complex algorithms.

ALTERA CORPORATION, SAN JOSE, CA
CONTRACT SENIOR TECHNICAL WRITER, ENGINEERING DIVISION

12/04 – 1/05

- Increased the usability of an application note about a design security feature embedded into an FPGA device, which decrypted a configuration bit-stream by restructuring and rewriting the contents that further clarified its usage. It used the AES encryption algorithm to protect any on-board intellectual property (IP) designs.

TECHNICAL DOCUMENTATION EXPERIENCES (CONTINUED)

INFOBLOX NETWORK IDENTITY APPLIANCES, SUNNYVALE, CA 7/04 – 10/04
CONTRACT SENIOR TECHNICAL WRITER, ENGINEERING DIVISION

- Wrote and designed a start-up guide; defined networking technical terms; wrote instructions for installing single unit and an HA pair DNS product. Planned and researched for a RADIUS product.

SUN MICROSYSTEMS, INC., NEWARK, SUNNYVALE, MENLO PARK, CA 1/98 – 11/02
LEAD WRITER, NETWORK STORAGE DIVISION 1/00 – 11/02

- Lead the documentation effort for a high-profile RAID storage product by developing online repository for project plans: outlines, product features, updates lists, TOCs, manual contents, and review schedules. Presented weekly documentation reports to executive management. Successfully trained two junior writers.

SUN MICROSYSTEMS, INC. (CONTINUED)

- Greatly enhanced the quality of a storage documentation set by rearranging the contents and rebuilding the structure so it clearly showed the purpose and the direction to solve the users' problems. Designed content information within each manual of the set based on users' required tasks.

SENIOR TECHNICAL WRITER, INTERNET MAIL SERVER, IPLANET DIVISION 1/98 – 1/00

- Reduced the installation time from several days to a few hours by redesigning an installation user interface. This UI easily illustrated systematic instructions to install the product from start to finish, including preparation, installation, and configuration. Worked in collaboration with messaging server engineers, proposed enhancement solutions for installation design and setup, and documented new procedures to simplify the installation process. Earned letters of recommendation from both IT director and internal staff. Was rated four (out of five) for performance within fewer than six months of employment.
- Received two consecutive awards for "contributions to *SIMS 3.5* (1998) and *SIMS 4.0* (1999)." Interviewed and collaborated with Technical Staff, Sales Engineers, IT Managers, Support, and Marketing to create easy-to-use and easy-to-follow documentation, including an installation guide geared towards mail server administrators that utilized a roadmap based on the newly improved installation UI.
- Converted customer, trainee, and technical staff complaints to universal praise by conducting extensive research and by writing a comprehensive Concepts guide that provided general background on Internet messaging server technology, product architecture, components, and features. Along with its purpose in user training and education, this guide was also used for Marketing collateral and Web content.

NETSCAPE (ACTRA), SUNNYVALE, CA 7/97 – 12/97
SENIOR TECHNICAL WRITER, E-COMMERCE DIVISION

- Received unprecedented department award for "outstanding contributions to the 'on time' product delivery of *Actra SellerXpert v1.0 for Sun Solaris* (1997)." Interviewed ultra-busy engineers on inflexible work schedules to gain adequate understanding of the product.
- Earned additional responsibilities (out of five writers) to write a "Business Rules" book for server administrators.

ORACLE CORPORATION, REDWOOD SHORES, CA 10/95 – 6/97
SENIOR TECHNICAL WRITER, GROUPWARE APPLICATIONS DIVISION

- Singled out by director for demonstrated technical aptitude to lead documentation efforts in planning, designing, and writing *Oracle InterOffice SMTP/MIME Gateway Installation and User Guide*.
- Enhanced quality and readability of *Oracle InterOffice Administrator's Configuration Planning Guide* by extracting base materials from existing manuals. Wrote original content for the following chapters: *Administering InterOffice LDAP Server*, *Administering InterOffice POP3 Server*, *Configuration Planning*, and *Managing SMTP/MIME Gateway*.

TECHNICAL DOCUMENTATION EXPERIENCES (CONTINUED)

TENCOR/KLA INSTRUMENTS, MOUNTAIN VIEW, CA 1/95 – 10/95
SENIOR TECHNICAL WRITER, WAFER INSPECTION DIVISION

- Researched, planned, scheduled, wrote, edited, and published printed and online manuals, including *P-30 SMIF Profiler* (Standard Mechanical Interface).

OPERATIONS CONTROL SYSTEMS, PALO ALTO, CA 10/94 – 1/95
SENIOR TECHNICAL WRITER, ENGINEERING DIVISION

- Wrote and completely revised a variety of reference, user, administrator, and installation manuals, including *Express for UNIX* (Automated Networked UNIX Job Scheduling) and *Librarian for UNIX* (File Library and Configuration Management and Version Control).

ORACLE CORPORATION, REDWOOD SHORES, CA 5/93 – 9/93
CONTRACT SENIOR TECHNICAL WRITER, APPLICATION GROUP

- Converted *Oracle Applications for OpenVMS Installation Manual* from UNIX for database applications and related development tools.

CPU TECHNOLOGY, INC., FREMONT, CA 9/91 TO 6/92
TECHNICAL WRITER, ENGINEERING DIVISION

- Researched, interviewed, tested, wrote, edited, and published several highly complex manuals from scratch, including *CDL Language Manual* (Hardware Design Language, analog to VHDL, Verilog) and *CAD500 Simulator Manual* (Electronic Design Automation). Supervisor stated that the manuals were “accurate, effective, and user-friendly.”

EDUCATION, TRAINING, AND ASSOCIATIONS

TECHNICAL DEGREES

- **B.S.** in **Computer Science** with Software and Hardware emphasis, San Francisco State University, CA
- **A.A.** in Land Surveying, Technical and Engineering University

WRITING AND TECHNICAL WRITING CLASSES

- *Technical Writing, Technical Editing*, San Jose State University
- *Indexing Technical Documents*, UC Santa Cruz
- *How to Write Clear Reports*, Brogan, San Jose

TECHNICAL CLASSES

- Certificate in *CISSP Study Program*, ISSA San Francisco Chapter
- *Cornerstones of Trust 2008 Conference*, San Francisco and Silicon Valley ISSA
- *VoIP and IP Telephony*, Ohlone College
- *Network and Internet Security*, UC Berkeley
- Certificate in *Sun StorEdge Volume Manager Administration* (using Veritas), Sun University,
- Certificate in *Sun Hardware RAID & T3 Storage Systems Administration*, Sun University
- *Introduction to Object-Oriented Technology*, Oracle Education
- *Publishing Web Pages*, Oracle Education
- *Mastering Basic UNIX*, Oracle Education

ASSOCIATIONS

- Member of the Society for Technical Communication ([STC](#)), Silicon Valley Chapter
- Member of the Information System Security Association ([ISSA](#)), Silicon Valley Chapter