

Kenneth Bellew

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Portfolio: <http://www.KennyBellew.com>

Objective

Multimedia Producer | Senior Technical Writer | Communication – Training

I create training and marketing videos, user guides, online help, troubleshooting guides, knowledge bases, use cases, process flows, training material, handbooks, parts catalogs, compliance documents, and more

Summary

- Over 20 years' experience as information developer, video creator, & content strategist
- Master's degree in Technical Communication, GPA: 4.0
- Managed and developed large-scale documentation (structured and unstructured), training requirements, and multimedia for both hardware-based and software-based products

Tools

Multimedia: Adobe Premiere Pro, Adobe After Effects, Adobe Audition (voice over work), Adobe Captivate, Adobe Bridge, Adobe Lightroom, Photomatrix Pro, PortraitPro

Authoring: FrameMaker (thousands of pages), Arbortext Editor, Author-it, Microsoft Word, Excel, PowerPoint, Visio (flowcharts), Adobe InDesign, SharePoint, OneNote, Adobe RoboHelp, Adobe Acrobat, Wiki, structured and unstructured

Training: Adobe Captivate, Articulate Storyline 2, Brainshark presenter, Web Ex, video tutorials

Illustration: Adobe Photoshop (daily use 20+ years), Adobe Illustrator, Photography (I have a studio), SnagIt, Solid Works

Project Management: Microsoft Project, Agile methodologies

Content Management: Cheetah XML, Author-it (also some DITA)

Web design: Adobe Dreamweaver, Flash ActionScript 2.0, HTML, CSS

Experience

2013 – Present: Hewlett-Packard Enterprise Services

Sr. Information Developer / Multimedia Producer

- Created marketing & training videos that increased product awareness to sales team
- Produced user guides for online sales tools
- As Lead Tech, designed and configured Author-it content management system
- Helped develop strategies to maximize content reuse
- Created SharePoint sites for sales-support products

2010-2013: Hewlett-Packard Passenger Service Solution

Lead Technical Writer | Learning Technologist

- Created train-the-trainer videos and training programs for airline software products
- Managed and produced illustrated airline software documentation (user guides, use cases, online help, getting-started guides) for Electronic Miscellaneous Documents and Ticket Refund/Reissue tools

- Managed, copyedited, and produced multi-channel content (PDF, WebHelp, Word) for several airline products
- Produced structured, single-source, topic-based documents using Cheetah content management system for multiple releases of airline software tools with reusable content

2007-2010: Hewlett-Packard Imaging and Printing Group, Eden Prairie, Minnesota

Technical Publications Supervisor

- Created training and installation videos for most products (videos loaded to mobile devices)
- Managed all service documentation (over 500 unique pages annually) and training
- Used FrameMaker to create all user guides, service manuals, installation guides, and field service instructions to support wide-format inkjet printers, including multiple generations of HP Scitex and HP DesignJet models
- Produced illustrated user manuals in the Cheetah XML CMS using the Arbortext editor
- Worked with user guide language translations from Lionbridge in Arbortext Epic Editor
- Built a spare parts database using Flash ActionScript (aided technicians in finding parts and docs)

2004 – 2007: MacDermid ColorSpan, Eden Prairie, Minnesota

Sr. Technical Writer

- Scripted, videoed, edited and produced DVD presentations on computer-to-plate, flexographic products, and safety training videos
- In charge of all service documentation for multiple generations of wide-format printers
- Used FrameMaker, Photoshop and Illustrator to create hundreds of service documents
- Created troubleshooting guides for industrial inkjet printers
- Developed and managed WebEx presentations for product training
- Used Flash ActionScript to create animated training material to explain software interfaces

2001-2004: ColorSpan, Eden Prairie, Minnesota

Technical Writer / Service Manager

- Managed training department for service technicians (created and delivered training)
- Managed spare part and service contract sales
- Produced service manuals using FrameMaker and CorelDraw and photography

Freelance experience

- 2008-Present: Webmaster for Metropolitan State University IFO
- 2004-2009: Flash ActionScript programmer for video and audio productions

Education

- B.A., Business Administration, GPA: 4.0, Northwestern College, St. Paul, MN
- M.S., Technical Communication, GPA: 4.0, Metropolitan State University, St. Paul, MN