

# Kenneth Bellew

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## Technical Writer

### Summary

- Technical writer for 18 years
- Created thousands of pages of illustrated sequential instructions using FrameMaker, Structured XML, Photoshop, digital photography and CAD software, about 500 unique pages annually
- Currently the Senior Technical Writer for Hewlett-Packard in charge of all service documentation for Minnesota wide-format industrial inkjet division
- Managed multiple generations of fast-paced projects, accustomed to meeting tight deadlines
- Broad toolset including video creation, web design, animation programming and photography
- Masters Degree in Technical Communication, GPA: 4.0

### Skills

- Tools: FrameMaker (thousands of pages), Photoshop (daily use for years), Pro Engineer Windchill (regular use), Solid Works, SnagIt, Flash ActionScript 2.0 programming (advanced user), Microsoft Project (Gantt charts), Microsoft Visio (Flowcharting and electrical diagrams), SharePoint, Microsoft Outlook, Word, Power Point (many presentations), Excel (very proficient with Office suite)
- Tools continued: Adobe In Design (several projects), Ulead Media Studio Pro, Adobe Premiere Pro, Adobe Audition (audio editing for voiceovers), Dreamweaver (10-years experience), Fireworks (a few projects), Arbortext editor, Antenna House XML Formatter, Agile Advantage, Adobe Acrobat
- Digital photography and video shooting and editing
- Web design (CSS, HTML, ActionScript 2.0, some JavaScript and PHP)
- Usability testing, including paper prototyping software interfaces
- Technical writing, including illustrating sequential instructions

### Experience

Hewlett-Packard, Minnetonka, MN

2007 - Present

#### Senior Technical Writer

Currently, in charge of all documentation for Hewlett-Packard's research and development lab in Minnesota

- Used FrameMaker to create fully indexed and cross-referenced service manuals, installation documentation and field service instructions to support wide-format inkjet printers, including multiple generations of HP Scitex and HP DesignJet models
- Created service manual illustrations using Pro-Engineer Wildfire and Solidworks modeling software, Adobe Illustrator, Photoshop and digital photography
- Created structured documentation using XML-based tools, such as Arbortext Editor and HP's Cheetah content management system on Vasont (enterprise-level CMS)
- Managed employee badge process, including all passport photography and I-9 processing
- Used Flash ActionScript to create an XML online database of all replaceable parts that allowed viewing of component photos and documentation on how to replace the assembly
- Recently created a 500-page service manual that included theory of operation, troubleshooting and removal and installation for major assemblies

MacDermid ColorSpan, Eden Prairie, MN 2004 - 2007

**Senior Technical Writer**

In charge of all service documentation for multiple generations of wide-format inkjet printers

- Used FrameMaker, Photoshop and Illustrator to create illustrated sequential instructions for field replaceable modules
- Created troubleshooting guides for industrial inkjet printers
- Developed and managed WebEx presentations for product training
- Scripted, videoed, edited and produced DVD presentations on computer-to-plate and flexographic products
- Used Flash ActionScript to create animated training material to explain software interfaces
- Created safety training videos

MacDermid ColorSpan, Eden Prairie, MN 2001 - 2004

**Technical Writer**

- Technical writer in charge of creating illustrated service documentation for field service technicians
- Used Adobe FrameMaker, Photoshop and CorelDraw to create sequential instructions to remove and install all field replaceable modules for wide-format industrial inkjet printers
- Used proficiencies in Flash ActionScript to create online animations and videos to illustrate service and support procedures

MacDermid ColorSpan, Eden Prairie, MN 1997 - 2001

**Manager of 3rd-Party Support**

- Created a new, self-sustaining, profitable training and service contract department
- Managed support and training relationship for OEM vendors and resellers
- Managed factory-located service training center
- Managed service contract relationship with NCS (National Computer Systems) for USA and Canada
- Created spare part classification system and usage tracking
- Created support website featuring resources for service technicians, including documenting process flowcharts for warranty claims and troubleshooting procedures

ColorSpan, Eden Prairie, MN 1995 - 1997

**Manager of Technical Services**

Managed phone-support employees while creating support documentation for end users and service technicians

- Reduced technical support hold times by 30%

Metropolitan State University, St.Paul, MN 2008 - Present

**Webmaster for IFO Website**

During evenings and weekends– update the IFO (Inter-Faculty Organization) website with meeting minutes and documents related to their various groups and colleges

- Designed the current IFO website from scratch using CSS and HTML (The website is password protected, but can show it if desired)

**Education**

**B.A., Business Administration, GPA: 4.0** 1992  
Northwestern College, St.Paul, MN

**M.S., Technical Communication, GPA: 4.0** 2010  
Metropolitan State University, St.Paul, MN

## Affiliations

- Member, Society for Technical Communication. St.Paul, MN, 2008 - Present. I've served as a judge for documents entered in the technical communication competition
- Managing Editor, Haute Dish, The Arts and Literature Magazine of Metropolitan State University. St.Paul, 2008 - 2010. I served as managing editor of the arts and literature magazine
- Member, Metropolitan State Technical Communication Advisory Board. St.Paul, MN, 2009 - Present. As a member of the advisory board for the Masters Degree program for Technical Communication, I offer advice and opinions for future and existing programs

## Volunteer

Metropolitan State University, St.Paul 2008 - 2010

### Webmaster Student Organizations

- Volunteered as webmaster and prose editor for the arts and literature magazine, Haute Dish
- Did animation programming for the university art department, creating an animated walkthrough of one of their art exhibits

Metropolitan State University, St.Paul, MN 2009 - 2009

### Chair of Student Chapter of Society of Technical Communication

As Chair of the student group, organized interaction between the student chapter and the Twin Cities Chapter of the Society of Technical Communication. Organized software training, portfolio reviews and attended the Twin Cities chapter meetings

## Awards and Recognition

Selected Outstanding Graduate Student in Technical Communication for the 2010 graduating class at Metropolitan State University

Sigma Tau Chi Award from the Society of Technical Communication for outstanding contributions to the field of technical communication (2011)

## Portfolio Website

Portfolio and online resume can be viewed at the following URL:

<http://www.KennyBellew.com>