

Michael Frascinella

234 Deerfield Rd. | Allenstown, NH 03275 | 1.603.485.5685
mfrascinella@comcast.net | <http://www.mafware.com>

Summary Senior Technical Writer skilled at developing task-oriented installation, configuration, field service, operation, and how-to documentation, quick reference cards, or help files for electronic hardware, software applications, graphical user interfaces (GUIs), and commercial equipment; also creating technical illustrations, network and equipment rack diagrams, and procedural flowcharts.

Skills That Matter

Consulting and Technical Skills

- Learn new tools and technologies quickly; deliver manuals that are well organized, targeted for the audience, complete, and technically accurate; always exceed expectations
- Excellent mechanical aptitude; use hands-on testing to develop bulletproof procedures
- Work well with people, a team player, share new techniques with co-workers, have a great sense of humor
- Developed FrameMaker templates and MS Word document templates and macros for numerous projects
- Managed development of enterprise solutions guides for multiple engineers; managed other writers
- Designed and implemented non-commercial web sites (freelance)

Writing Skills

- Excellent writing, editing, organizational, and graphical skills (e.g., microwave broadcast product manuals)
- Knowledge of documentation development processes and template development
- Comfortable documenting Windows-based graphical user interfaces (GUIs) and web-based applications
- Pay attention to details (both project and grammar related)

Toolbox

- FrameMaker (authoring), Acrobat (PDF files), Photoshop (image editing), Visio (technical diagrams), Illustrator (graphics), Snagit (screen captures) – all authoring tools running on MS Windows
- MS Office 2007 (MS Word, Excel, Outlook, PowerPoint), MS Word templates and macros
- Web site design, Cascading Styles Sheets (CSS), NoteTab Pro (HTML editing), Dreamweaver, FTP
- Operating Systems: familiar with Windows Vista, Windows XP, HP UNIX, and OpenVMS

Career Accomplishments

| | |
|--|--|
| Azores Corp. June 2011-Present | Contract Technical Writer/Consultant Developed technical manuals for advanced photolithography equipment for the flat panel display market. Designed new FrameMaker and Word templates to improve the usability of the manuals. Used hands-on testing to validate procedures. Used personal Canon Digital SLR camera and Photoshop to create photos of system components and control panels. |
| Microfinancial, Inc July 2010-Dec. 2010 | Contract Technical Writer/Consultant Evaluated IT Dept. documentation needs, designed Word templates, redesigned internal IT web site, created Visio network diagrams and equipment rack diagrams, created spreadsheets for rack power consumption (for site relocation), created equipment replacement plan, wrote server backup plans for Windows and OpenVMS systems, evaluated network monitoring tools. |
| BEI Networks Sep. 2009-Apr. 2010 | Contract Technical Writer (part-time) Developed disaster recovery plans and payment card industry (PCI) security policies and procedures for Massachusetts community college IT departments. |
| Measured Progress Jan. 2010-Feb. 2010 | Contract Technical Writer Created release notes, updated user, training, and quick reference guides for statewide student assessment software; updated product support intranet web pages, developed writer's style sheet. |
| Freelance Work Feb. 2009-Sep. 2009 | Web Design and Newsletters Developed and maintained web sites, produced newsletters for local non-profit client. |
| Microwave Radio Communication, N. Billerica, MA | |
| Senior Technical Writer: Microwave Product Manuals, Project Management, Web Publishing | |
| Jun. 2006-Jan. 2009 | Salaried. Left due to major layoff |
| <ul style="list-style-type: none">• Improved quality of existing FrameMaker templates and reduced printing costs by eliminating redundant appendixes.• Created an operator's guide, system overview guide, and installation guide for GUI-based control system for Electronic News Gathering (ENG). Uncovered plagiarism by business partner; this led to a monetary award for MRC. | |

- Developed operator's guides and setup cards for several microwave receivers for broadcast news and public safety markets and for a military satellite terminal. Used hands-on testing to develop setup cards.
 - Developed a help system for a TCP/IP router that connects broadcast studio to remote news vehicles via extended LAN.
 - Created technical illustrations from digital photos, screen captures, and CAD drawings
 - Created internal web sites for delivering draft manuals and for training procedures on corporate workflow application.
-

Hewlett-Packard Corp., Nashua, NH

Contract Technical Writer: Computer Hardware, Software Manuals, Training Guides, Web Site Upgrades

Jul. 2001-May 2006 Switched to full-time work

- Updated software and hardware guides for HP Cluster Platforms (servers, network switches, high-speed interconnects) using MS Word, Arbortext Epic Editor.
 - Upgraded HP Technical Computing web site to new web standards using Dreamweaver.
 - Created Configuration Guides for high-end StorageWorks disk arrays for Tru64 UNIX.
 - Created Operator's, Field Service, and Installation Guides for rackmounted AlphaServer systems.
 - Managed the migration of approx. 100 HP contractors to a new VPN tunneling solution. On my initiative, developed a popular user guide and troubleshooting guide.
 - Updated server hardware training courses with FrontPage; upgraded programming tools web sites with Dreamweaver.
 - Developed MS Word templates for contract agency business proposals.
 - Created user guide for web-based outsourcing application using hands-on testing.
-

Compaq Computer Corp., Nashua, NH

Contract Technical Writer: Product Solution Guides, White Papers

Jun. 1999-Jun. 2001 Compaq merged with HP

- Developed Business Process Guide for marketing group.
 - Developed business solution guides and white papers for ISP customers.
-

Compaq Computer Corp., Nashua, NH

Principal Technical Writer: Technical Manuals, Project Management, Web Publishing

Sep. 1998-Jun. 1999 Salaried. Switched to contract work

- Developed numerous business solution guides and white papers for ISP business solutions, running on Unix, Windows and Linux. Managed the documentation process and other writers, implemented document designs and standards, generated Visio storage rack diagrams. Designed and maintained an internal ISP web site.
 - Developed a set of guides for DIGITAL UNIX printing software using Arbortext ADEPT authoring tool.
-

Digital Equipment Corp., Nashua, NH

Principal Technical Writer: Technical Manuals, Project Management, Web Publishing

Mar. 1986-Sep. 1998 Digital merged with Compaq

- Produced performance solution guides for enterprise applications (e.g., PeopleSoft), all operating systems (UNIX, OVMS, WNT), running on PRIORIS and AlphaServer server. Designed and maintained internal web site.
 - Developed CBT courses for DIGITAL UNIX; online help system for UNIX debugger; AlphaServer Performance Reports, MailWorks and PC Notebook Training Guides, software application guides.
 - Key member of writing team that developed user and technical guides for DECwindows-based document imaging system.
-

Technical Writer positions prior to 1986

Gould Electronics (controllers), Applicon (CAD/CAM), Computervision (CAD/CAM), GCA Corp. (photolithography)

Training and Education

- FrameMaker training at MRC, N. Billerica, MA, Aug. 2008
- Graphics, Internet, and Web Design Program, New Horizons Computer Learning Center, Nashua, NH, Jan.-Jun. 2006
- Technical training courses on Windows, OpenVMS, and Unix, at Digital and Compaq
- Graduate courses in secondary education, Boston College, Mass.
- B.S. Physics, Adelphi University, N.Y.