



# ROBERT WISBEY

Freelance Technical Writer

## PROFILE

25 years of experience in information technology, medical, microelectronics, scientific, and telecom sectors.

Diverse skill set including technical writing, peer reviewing, usability testing, and verification testing.

Experienced in industry-standard methodologies such as single-sourcing, DITA/XML and information mapping.

Follows existing style guides or creates style guides if needed.

## TOOLS

- Adobe FrameMaker
- Adobe InDesign
- Adobe Photoshop
- Adobe Acrobat
- Affinity Publisher
- Gimp
- Affinity Designer
- Affinity Photo
- Arbotext Editor
- Emplois CLS
- oXygen Editor
- Astoria CMS
- Microsoft Office
- SVN

## PERSONAL SKILLS



Punctual, rigorous, pro-active, technical, problem solving, fast learning, autonomous, team player.

## TECHNOLOGIES

Hardware, software, operating systems, network management, web servers, J2EE application servers, databases, electro-mechanics.

## LANGUAGES

## ONLINE PRESENCE

-  [github.com/robertwisbey](https://github.com/robertwisbey)
-  [linkedin.com/in/robertwisbey](https://www.linkedin.com/in/robertwisbey)



## EDUCATION

- Ph.D. in Physical Chemistry  
 Kings College, London  Feb 1995 - Feb 1998
- M.Sc. in X-ray Science & Technology  
 Kings College, London  Sept 1993 - Oct 1994
- B.Sc. in Physics & Laser Physics  
 Swansea University  Sept 1990 - June 1993

## HOBBIES

Reportage photography, website design, development of environmental sensors using ESP8266 based SoCs and C++ programming, endurance sports science, vegan cuisine, gardening, and reading.

## WORK EXPERIENCE

- CALNEX (ITRINEGY), STEVENAGE, UK  Sep 2020 - Present  
Wrote and updated the user manual, Microsoft Azure and AWS installation manuals for the NE-ONE network emulator product. Worked closely with the development team to provide user interface recommendations, usability feedback, and verification feedback.
- UPP CORPORATION LTD, LONDON, UK  Mar 2021 - Mar 2022  
Created a document annexed to a Master Services Agreement (MSA), which allows Upp to define their civil engineering and fibre optic performance specifications with their installation suppliers.
- SYMETRICA SECURITY LTD, SOUTHAMPTON, UK  Aug 2014 - Sep 2016  
Assisted with proposal writing to secure funding. Wrote an operator manual for the VerfiFinder product, a hand-held device that detects radioactive isotopes. Provided usability feedback.
- GENERAL ELECTRIC HEALTHCARE, BUC, FRANCE  Nov 2005 - Apr 2018  
Wrote service manuals, pre-installation manuals, operator manuals, and DICOM conformance statements for X-ray mammography imaging products Senographe DS, Senographe Essential, Senographe Pristina, and their stereotaxy, contrast enhanced spectral mammography and tomography options.  
Participated in the first installations of Senographe Essential and Mobile Senographe Essential, and numerous service validation events. Worked closely with engineering, service and manufacturing teams. Provided feedback on service parts product structure, and system installation workflow. Managed translations for operator manuals.
- PACE MICROTECHNOLOGY PLC, YORKSHIRE, UK  Aug 2005 - Nov 2005  
Wrote user guides and specification guides for digital set top box application programming interfaces (APIs). Provided minor API corrections to developers.
- CITRIX, CAMBOURNE, UK  Mar 2005 - Oct 2005  
Wrote the configuration guide for the MetaFrame Presentation Server (MPS) product for common criteria evaluation. Wrote a user guide for the Web Interface for Microsoft SharePoint (WISP) product. The project tasks included the installation and configuration of a secure network, verification, and research to resolve configuration and security issues.
- XELAS LTD, LONDON, UK (*CEASED TRADING*)  Aug 2004 - Aug 2005  
Assisted this start-up with its website creation, and technical / marketing tasks, such as:
  - Development work at IBM Hursley Labs in the UK. Implemented a Scalable Network Attached Storage Solution (SNASS) using rack mounted IBM blade servers running SuSE Linux and clustering software from PolyServe. Wrote a white paper with the results.
  - Competitive analysis of existing content management systems within the market place. Defined product specifications for Romanian developers to follow.
- WIRELESS INFORMATION NETWORK LTD, UK  Dec 2003 - Jan 2004  
Wrote a user guide for the Media Console product, a web browser based application that allows creation, management and reporting of SMS events (such as voting and marketing).
- ITHEON, WELWYN GARDEN CITY, UK  Nov 2003 - Apr 2004  
Wrote installation guides, user guides and rule writing guides for the iAM:Servers availability management product, which uses user written rules to examine OpenVMS, UNIX and Windows based computer systems and applications.
- ELATA LTD, POOLE, UK (*ACQUIRED BY QUALCOMM*)  Jul 2002 - Aug 2005  
Created writing standards. Wrote end user, installation and configuration documentation for the Senses mobile content delivery solution, and Ascent mobile campaign management solution. Provided verification testing and usability feedback.
- LOGICA CMG, READING, UK  Jan 2001 - Jul 2002  
Wrote configuration guides and product brochures for the following mobile infrastructure products: Mobile Commerce Server Platform (MCSP), Protocol Conversion Agent (PCA), Open Messaging Gateway (OMG), and Message Application Router (MAR).
- UBINETICS, ROYSTON, UK  Feb 2000 - Apr 2000  
Designed FrameMaker templates and created writing standards. Wrote a user guide and an installation guide for a 3G Test Mobile device.
- NORTEL NETWORKS, SOUTHGATE & HARLOW, UK  Apr 1998 - July 2003  
Wrote technical documentation covering all aspects of NOR.WEB's Digital PowerLine (DPL) technology. Wrote service manuals, planning and provisioning guides, service fault correlation guides, trouble clearing and module replacement manuals, and user manuals for the following telecommunications products: Trail Manager, Advanced Optical Systems, TN-64X, TN-16X, and TN-4XE, OPTera LH, Optical Switch Module, and PDMX-E. Participated in verification sessions, and performed peer reviews.

## CONTACT

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