

Steven R. Johnson

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Experience

October 2006 to April 2010: Senior technical writer at Blue Coat Systems in Austin, TX (headquarters in Sunnyvale, CA) (www.bluecoat.com).

Blue Coat® Director

- Maintained three manuals (about 800 pages total) and release notes through four major releases. Three of four releases coincided with the ProxyClient.
- Wrote more than 20 Knowledge Base articles since the introduction of the Knowledge Base in June 2009.
- Earned a Blue Coat Engineering Peer Award in 2008.
- Director has an engineering lead in Sunnyvale, CA and the remainder of the engineering and QA team is in India.

Blue Coat® ProxyClient

- Wrote from scratch and maintained ProxyClient documentation through three major feature releases and one minor release.
- Wrote more than 40 Knowledge Base articles since the introduction of the Knowledge Base in June 2009.
- Updated release notes through numerous patches.

Blue Coat® Secure Gateway Operating System (SGOS)

- Reimplemented the on-line help using WebWorks ePublisher 2009 while maintaining a full work load on ProxyClient (completed November 2009). Reformatted about 80 Frame files, remapped the entire context-sensitive help system, tested the help by building the operating system, and checked it in to source control for nightly builds.
- Assisted as necessary with documentation tasks (for example, revised the *Upgrade/Downgrade Guide* for the March 2009 release).

Blue Coat® Remote Access (ProxyRA)

Extensively rewrote and subsequently maintained an administrator's guide and authored from scratch a WebWorks ePublisher 9.3 help project through two major releases and maintained release notes for numerous patches. ProxyRA is developed and tested in Austin.

Blue Coat® K9 Web Protection

Revised a user manual, Quick Start Guide, and release notes for one release. K9—a free Web content filtering client—is developed and tested in Draper, UT.

November 1999 to October 2006: Senior technical writer at Vignette Corporation in Austin, TX (www.vignette.com).

Vignette® V7 Content Suite

Maintained the *Vignette Content Upgrade Guide* for two releases; wrote or revised more than 30 Knowledge Base (KB) items on diverse topics such as database setup, application server setup, publishing, for current and legacy products; filed more than 100 defects.

Vignette® Portal

Maintained the *Vignette Portal Installation Guide* for several releases, including updating it for support of WebSphere 6.0.2, Jboss 4.0.3, Sun Java System 8.1, Tomcat 5.5, and WebLogic 9.1.

Vignette® Builder

Rewrote from scratch the *Vignette Builder Installation Guide* and revised the *Builder User Guide*, including an extensive reorganization while maintaining feature work.

Vignette® V6 Multisite Content Manager ((VMCM), formerly the Vignette® Enterprise Application Portal (VEAP)) and Vignette® Content Management Server V6 (VCMS)

Revised four of five manuals in the VMCM documentation set, including extensive revisions to the *VMCM Installation and Configuration Guide* and *VADS for VMCM Installation and User's Guide*.

March 1999 to November 1999: Senior technical writer at ClearCommerce Corporation in Austin, TX.

Wrote from scratch and maintained the *ClearCommerce Payment Reference*, a collection of information about financial institutions that process credit card transactions. Coordinated printing all ClearCommerce technical manuals.

March 1998 to October 1998: Senior technical writer at SMART Technologies (now i2 Technologies, Inc.) in Austin, TX (www.i2.com).

Wrote from scratch a manual for a group of five interrelated development tools called the SMART DNA Bench.

January 1996 to March 1998: Technical writer at High End Systems in Austin, TX (www.highend.com).

Wrote 25 hardware manuals across seven product lines, and created artwork and labels for 35 products. Also wrote from scratch a Windows help system for an automated strobe light controller.

September 1991 to January 1996: Technical writer at Thomas-Conrad Corporation in Austin, TX (now Hewlett-Packard).

Wrote and revised more than 30 hardware and software manuals spanning Thomas-Conrad's entire product line (which included Simple Network Management Protocol (SNMP) products).

Education

Bachelor of Arts, Chemistry, Austin College, Sherman, Texas

Tools

Writing:

- Adobe FrameMaker up to 7.2
- Quadralay WebWorks ePublisher Pro up to 2010.1
- Microsoft Word up to 2003
- Microsoft Front Page 2003
- Microsoft Visual J++ and Allaire Kawa Professional Edition 5 (for Javadocs)
- Quark XPress 3.2.1 for Macintosh

Artwork:

- Adobe Illustrator up to CS4
- Microsoft Visio up to 2007
- TechSmith SnagIt! up to 7
- Micrografx Designer up to 6
- CorelDRAW! 8
- Adobe Photoshop CS4

Other:

- Perforce source control
- Adobe Acrobat up to 9
- Microsoft Excel and PowerPoint 2003
- Microsoft Project 2000
- RoboHELP Office up to 5.5
- Microsoft Windows operating system up to Windows 2000
- Experience with Solaris 9 and AIX 5L 5.1 ML 2 operating systems
- Hummingbird Exceed version 6
- Web servers: Microsoft IIS web server (4 and 5), Apache and IBM HTTP Server web server, Sun Java System web server (up to 6.1)
- Extensive experience with installing, configuring, and using BEA WebLogic Server up to 9.1 (including clustering)
- Experience with installing, configuring, and using IBM WebSphere up to 6.0.2 (including clustering)
- Experience with installing, configuring, and using the JBoss 4.0.3 application server (including clustering)
- Experience with installing, configuring, and using the Jakarta Tomcat application server up to 5.5
- Experience with installing and using the Sun Java System 8 application server
- Experience with installing, configuring, and using Microsoft SQL Server 2000, Oracle 8i, Oracle 9i, and DB2 8.2
- Experience with installing, configuring, and using iPlanet Directory Server 5.1