

# Steven R. Johnson

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7702 Shoal Creek Blvd.

Voice: (512) 302-5676

Austin, TX 78757

e-mail: [stevejwriter@pobox.com](mailto:stevejwriter@pobox.com)

LinkedIn: <http://www.linkedin.com/in/stevejwriter>

## Skills Summary

- Nine years documenting hardware (networking technologies, network appliances, and automated lighting)
- Nine years documenting software (J2EE content management, Javadoc, credit card processing, SNMP network monitoring tools, WAN optimization and security)
- Three years designing and implementing on-line help, including help for more than 80 chapters and 2,500 pages of FrameMaker content
- Four years documenting network hardware and drivers (Ethernet, token ring, ARCnet, 100VG-AnyLAN, Simple Network Management Protocol (SNMP), Thomas-Conrad Networking System (TCNS))
- Filed 65 feature defects for Blue Coat products in three and a half years
- Installation, user's, administrator's, and developer's guides
- Work well under pressure (worked on documentation for as many as three product lines at the same time)
- Focused, adaptable, need minimal supervision
- Worked in groups as small as three, as large as 20
- Performed Quality Assurance (QA) and Integration Test (IT) at Vignette Corp and Blue Coat Systems as needed
- Recipient of the December 2008 Engineering Peer Award at Blue Coat Systems
- Recipient of the February 2006 Engineering Outstanding Achievement Award
- Received four spot bonuses since January 2003 from Vignette Corporation for outstanding work
- Received praise from my peers in post-release meetings in 2001 and 2002

## For More Information

For a chronological resume in Word and PDF formats, and for writing samples, please visit my web site: <http://www.stevejspace.com/pages/tech-writing.html>

## Tools

### Writing:

- Adobe FrameMaker up to 7.2 (some experience with FrameMaker 8)
- 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