

Stuart Conner | Technical Author/Writer

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Professional Profile

An accomplished and dedicated Technical Author/Writer with over 30 years' experience working on a wide variety of software and hardware documentation projects.

Possessing a technical knowledge of the Microsoft Office applications, able to develop solutions to automate and simplify aspects of the authoring process and related activities.

Shares knowledge and expertise with colleagues in the wider organisation to help them complete documentation tasks more efficiently.

Core Skills

- Quick to grasp new technology. Inquiring mind, keen to understand how equipment and systems work.
- 'Expert user' of Microsoft Office applications and Adobe Acrobat.
- Acts on opportunities to improve processes and procedures.
- A 'completer/finisher' team member with a keen eye for detail.
- Publication types produced include:
 - ◆ S1000D Interactive Electronic Technical Manuals (IETMs)
 - ◆ Software user interface guides
 - ◆ Software interface (API) specifications
 - ◆ Instruction/user/operator manuals
 - ◆ Maintenance manuals
 - ◆ Hardware and software functional and detailed descriptions
 - ◆ Procedural documentation
 - ◆ On-line help
 - ◆ Requirements documents
- Technologies worked on include:
 - ◆ Digital TV compression systems
 - ◆ TV set-top box receivers/decoders
 - ◆ Military satellite transmitters and receivers
 - ◆ Military radar
 - ◆ Nuclear material handling facilities
 - ◆ General electronics hardware
- Software packages used include:
 - ◆ Microsoft Windows
 - ◆ Microsoft Office Professional
 - ◆ Microsoft Visio
 - ◆ Microsoft SharePoint
 - ◆ Adobe Acrobat
 - ◆ Some work with Unix/Linux
 - ◆ Corel Draw and Photo-Paint
 - ◆ Microsoft Expression Web
 - ◆ Atlassian Confluence, some knowledge of Jira
- Programming experience includes:
 - ◆ Microsoft Visual Basic for Applications
 - ◆ C (mostly reading code rather than writing)
 - ◆ Adobe PDF API
 - ◆ HTML and CSS
 - ◆ DOORS DXL scripts
 - ◆ Some JavaScript and Python
 - ◆ Vintage TI TMS99xx processor assembler

Career Summary

Jun 2019 – Present Leonardo – Technical Author/Writer

Initially started at Leonardo as a contractor, and accepted a permanent position in April 2020.

Technical management of ~2800 Data Modules (DMs) covering multi-site satellite communications system, published as S1000D IETMs (Interactive Electronic Technical Manuals) through the SeTel Technical Publication Suite (TPS). Work included streamlining the authoring and publication process, including numerous macros to bulk edit Word and XML files, to verify links between DMs, and to check the publications against the master publication DM structure managed in Excel. Troubleshooting when things didn't work.

Supported bid manager with various bids and proposals, including bids as part of a consortium. A few comments from recent work on some bid documents for a major MoD contract include "The bid would have failed without (colleague) and Stuart Conner - their capability and commitment prevented ... from failing", "One needs to have been in the game for a long time to appreciate (colleague)'s and Stuart's attention to detail", and "I've made a note of Stuart's number, he is on my list of people to know".

Set up macros to help automate conversion of legacy project documents to new formats.

Jan 2018 – May 2019 Freesat – Contract Technical Author/Writer

Set up document templates and document repository for version control.

Reorganised and updated requirements specifications for next iteration of A-brand Freesat TV receivers.

Wrote user documentation for cloud-based hybrid broadcast platform, including Swagger-based API documentation for microservice interfaces.

Apr 1996 – Dec 2017 Cisco (previously NDS Ltd until acquisition in Jan 2013) Technical Author/Writer

21-year stint at Cisco/NDS, working in several different groups and on many types of documentation. This included:

- User interface guides for broadcast software control system. Instruction and maintenance manuals for video compression encoders and related broadcast equipment.
- Single author responsible for the STB common driver interface document set (around 60 documents totalling over 5,000 pages) which documents the API between the NDS/Cisco STB middleware and the STB POSIX drivers written by the STB manufacturers. This involved collaborative working with the design and software engineers. Developed macros to validate the software definitions within the documents. Developed and managed an automated system for the external controlled distribution of the document set.
- Implemented requirements database to hold detailed feature and navigation requirements to improve the consistency of the STB UI screens. Wrote/managed over 20,000 requirements covering multiple broadcasters and STB models. Wrote DOORS script to provide flexible exporting of requirements and attributes to a Word document.

With a couple of Israeli colleagues, developed a set of corporate Word document templates and macro automation tools used across the organisation. Updated these over 10 years with branding updates and new functionality. Templates and tools were in use by over 750 people in 25 countries. I was the "go to" person for Word document problems.

Feb 1994 – Mar 1996 **Matra Marconi Space Ltd – Technical Author/Writer**

Responsible for editing, formatting and presenting technical and commercial information included in bids produced by the Marketing Department. Work involved liaising with design and project engineers, editing and formatting source material, and producing supporting material.

Set up bid documentation style guide and templates.

May 1985 – Jan 1994 **Howard Engineers Ltd – Technical Author/Writer**

Responsible for writing documentation for a wide range of hardware and software systems and products.

Awards

Seven Cisco Connected Recognition Awards for teamwork, customer focus and innovation.

NDS CEO Award winner 2004 and News Corporation Global Excellence Award nominee 2004 for work on templates and macro automation tools package.

NDS Outstanding Contribution Award 2001 for work on accessing documentation stored in a new document management system through the Intranet.

Professional Training

Relevant courses include:

Date	Course
2015	Cisco Security Ninja White Belt Foundational and Advanced Cisco Security Ninja Green Belt for the Software Engineer, Hardware Engineer, Manager and Test Engineer roles
2016	Introduction to Python Programming and Developing GUI Applications with PyQt
2016	Networking for People Who Hate Networking: A Field Guide for Introverts, the Overwhelmed, and the Underconnected Success Skills for Introverts: Cultivating Quiet Strengths Software Architecture Fundamentals Part 4: Soft Skills: Leadership, Negotiation, Meetings, Working with People & Building a Tech Radar
2016	McCullough and Berglund on Mastering Git
2016	Python Epiphanies Mastering Python - Networking and Security Working with Algorithms in Python
2017	Linux under the Hood
2017	Data Science and Machine Learning: Intro & Use Cases, Practical Machine Learning with Python
2017	Atlassian Jira - Jira Basics, Agile with Jira Atlassian Confluence - Confluence Advanced
2020	Understanding XML and S1000D
2020	Simplified Technical English
2022	Raytheon EAGLE Publishing System