

# Jim Dunkerley

## Web Content Developer and Technical Writer emphasizing Content Management

### Core Strengths

- Content Writing
- Web Development
- Inbound Marketing
- Content Management
- Information Architecture
- Technical Writing and Editing

### Tools

- HTML, CSS, JavaScript
- WordPress
- FrameMaker, Adobe Creative Suite
- Vasont and eCLS
- Arbortext XML Editor
- SharePoint

### Other

- Digital Photography, Photoshop
- Technical Illustration, Adobe Illustrator
- Structured Documents, XML, DITA
- SharePoint Front-End Development
- Audio Visual Presentation, Captivate and Camtasia

---

## Professional Expertise

### Content Writing

- Writes, edits and proofreads digital literature for accuracy and clarity.
- Produces high-quality digital photography and technical illustrations.
- Works closely with subject matter experts to obtain accurate and timely information.
- Distills pertinent information from technical specifications, design specifications and source code.

### Web Development

- Builds Websites with HTML/HTML5, CSS and JavaScript.
- Delivers WordPress Websites and blogs, customized with PHP.
- Develops client-side JavaScript utilities.
- Implements SharePoint sites to facilitate collaboration and team productivity.

---

## Work History

### Compuware

June 2008 – Present

#### Ohio Department of Job and Family Services

SharePoint Developer

Worked with two SharePoint developers to deliver a demonstration SharePoint site to the Ohio DJFS. The site showed how SharePoint could be used to implement the Department's classroom and online training. Visitors could register for live classes, and take online, multimedia classes. Site included course catalog, teacher information, registration information, and downloadable course materials.

#### GE Healthcare, Magnetic Resonance Imaging (MRI) and CT/PET

Technical Writer/XML Content Management

Researched and wrote service methods documents for GE Healthcare's MRI Field Engineers. Researched and wrote end-user manuals for PET/CT diagnostic imaging scanners. Published both print and interactive online documents from eCLS, the single-sourced, XML-based content management system. Researched design and requirements specifications and worked closely with subject matter experts to obtain accurate and timely information. Created technical illustrations and took digital photographs to convey complex information.

#### Badger Meter, Inc.

Technical Writer and SharePoint Developer

Wrote, edited and published user's manuals, technical briefs, and data sheets for Badger Meter's water and gas meters, and for the company's utility-management software. Created SharePoint sites for the company's Marketing and Communications departments to facilitate document collaboration and team productivity. Developed a SharePoint system for electronic document markup and approval. Took digital photographs of hardware products for documents.

**GE Healthcare**, Pre-Clinical Imaging  
Technical Writer/XML Content Management

Authored the installation manual, and online field service manual for *Triumph*, pre-clinical imaging scanner. Triumph is an integrated molecular-imaging system for biomedical research and pharmaceutical development. Documented the installation process from uncrating parts to software setup. Installation Manual includes testing for safety and functionality, and test scans. Service document includes troubleshooting procedures for hardware and software, scheduled maintenance, and field replaceable parts. Complete digital photography of parts and procedures.

**P&H Mining**  
Technical Writer

Edited user manuals in Adobe PageMaker and published them as DITA/XML topics in the Vasont CMS.

**APS Healthcare**  
Technical Writer/Business Analyst

Wrote requirements specifications and process-flow documents for APS Healthcare's Medicaid Enrollment system.

**MetalTek International**  
Technical Writer

Researched, wrote, and published MetalTek's *Machining Plan User's Manual*. Machining Plan is MetalTek's in-house application that allows engineers to create plans for cast-metal, industrial tubing, including: metal type, dimensions, heat treatments and finishes.

**GE Healthcare through Genesis 10**

**January 2007 – June 2008**

Technical Writer (Contractor)

Wrote documentation for GEHC's Global IT division, including: SOPs, executive summaries, user manuals and work instructions. Created and maintained internal Wikis. Wrote FDA and Sarbanes-Oxley validation, compliance and qualification documentation. Documented systems included: security, Active Directory and identity management. Conducted usability testing for the identity management application.

**Metavante (now FIS)**

**October 2002 – November 2006**

Technical Writer II

Wrote, edited, and published end-user manuals for Metavante's Window's-based marketing automation system. Managed research and development, including writing, editing, design and layout. Authored context-sensitive online help. Developed and maintained NuEdge's departmental Website on Metavante's intranet. Wrote product release notes, bulletins, and internal procedures manuals.

**S&H Solutions**

**May 2001 – August 2002**

Technical Writer and Web Developer

Wrote, edited, and produced end-user manuals for S&H's retail point-of-sale system. Wrote internal procedures and policy manuals such as the *S&H Disaster Recovery Plan*. Developed and maintained the corporate documentation library as a web-based system on the corporate intranet. Wrote technical marketing data sheets and brochures. Received S&H's Edison Award, "to recognize employees for their value-added ideas," for creating the S&H intranet.

**CBS.Sportsline.com (Now CBSsports.com)**

**May 1996 – April 2001**

Senior Web Developer

Developed interactive Web pages for CBS.Sportsline.com using HTML/DHTML, including Perl/CGI and JavaScript programming. Wrote multimedia programs for the Web with Macromedia Director/Lingo, and Macromedia Flash. Developed audio and video "infotainment" applications using Director, and Adobe Premiere.

---

**Education and Certifications**

B.A., English Writing, Pennsylvania State University

Milwaukee WordPress Meetup

Web414 Milwaukee's Web Community Meetup