

**Robert T. Hill**  
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**Objective: To apply my technical writing and Internet, social networking, and computer skills to a new career involving Progressive political, social, and union organizing work.**

- Currently enrolled in night classes at the Murphy Institute for Worker Education, M.A. Labor Studies program.
- Seeking involvement in direct and online social, political, and organizational action and research.
- Experienced with a variety of social networking and website management tools.
- Committed to furthering Progressive values.

### **Career Profile: Technical Writer and Assistant Project Manager**

- More than 17 years experience as a professional Technical Writer and Assistant Project Manager, producing both user- and engineering-oriented documentation and managing a wide variety of technical projects.
- Wide-ranging experience in the medical, financial, advertising, and Internet industries.
- Experience with ISO 9000 and IEEE engineering methodology, requirements management, software development and marketing, application design, virtual reality development, web development, QA and validation, and general business writing.
- Proven ability to work with existing documentation sets as well as founding documentation protocols where none existed before.
- Excellent organizational, analytical, writing, communication, problem solving, reporting, presentation, and public speaking skills.
- Recipient of multiple recent cash awards for writing, research, and analytical skills while student at City College of New York.
- Demonstrated ability to apply innate organizational skills to foster team productivity, organization, and reports.
- Motivated self-starter, able to work independently and within a team environment.

### **Tools and Technologies:**

Extensive history and proficiency with the following tools and technologies: MS Office 2000/2003/2007 (Word, Excel, PowerPoint, Visio, Project, Access), OpenOffice, and other basic business tools; Dreamweaver, HomeSite, NetObjects Fusion, WebSphere, and other HTML editors; Acrobat, FrameMaker, RoboHelp, AuthorIT and other publishing tools; Confluence and other Wiki markup languages; PhotoShop, SnagIt, Illustrator, and other graphics editors; MS Visual Studio; Java, JavaScript, and C++; MS Windows NT 3.51, NT 4.0, Win2000, WinXP, Vista, Solaris, and other operating systems; PVCS Tracker, Bugzilla, Documentum, Visual SourceSafe, and other change control management systems; Doxygen source code documentation system; Atlassian JIRA, Confluence issue tracking and wiki reporting system..

### **Work History**

- **Merrill Lynch. March 2007 to October 2009.** Consultant. C++ App Technical Writer. Initially, one-month “crisis” contract to document risk management application before a critical developer left. Created Functional Specification, Knowledge Base, Conceptual Document, Doxygen map, and User Help within two weeks; refined and finished within a month. Demonstrated ability to come in, adapt, and produce immediately. Contract extended indefinitely as more work was defined, to include reorganization and maintenance of Equity Linked Technology Wiki, installation and management of FAST search engine, and detailed development process workflow that integrated JIRA development management system with automated Confluence system reports.
- **J. P. Morgan Chase. August 2006 to February 2007.** Consultant. Assistant Project Manager and Technical Writer. 6-month contract. Created and primarily responsible for change control management system, formal QA testing, release notes, and complete documentation set for in-house .JSP application. Created and produced wide variety of reports and progress tracking tools. Created and revised .ppt presentations, Quick Sheets, and HTML documents.
- **City College Visual Computing Laboratory. January 2004 to August 2006.** Part-Time Student Assistant. Served as assistant researcher and editor for multiple professors in the Computer Science Department; edited many papers for publication in peer-review journals and grant proposals.
- **Student at City College of New York. January 2002 to December 2005.** Earned B.A. in History, focusing on Asian and Chinese history. Concurrently took many Computer Science classes, including C++, Data Structures, and other CSC courses.

- **PeopleSoft, Teaneck, NJ. November 2000 to April 2001.** Consultant. Technical Writer. Created 800+ pages of HTML user documentation for two PeopleSoft applications in 6 months. Online help was web-based and integrated into the product in a context sensitive manner. Included project management intranet site to distribute documents to developers for review and editing.
- **LivePerson, New York, NY. November 1999 to October 2000.** Employee. Publications Manager. Responsible for managing a team of three technical writers and three web developers in the design, creation, and maintenance of all corporate Internet, Intranet, and Back End documentation. Created all documentation and the corporate intranet from ground zero; oversaw two revisions of the corporate website along with day-to-day maintenance.
- **DoubleClick, New York, NY. October 1998 to November 1999.** Employee. Technical Writer. Responsible for creating requirements documentation for front- and back-end systems. Created test plans, release notes, system diagrams. Responsible for QA departmental portion of intranet, from creation through maintenance.
- **Bayer Diagnostics, Tarrytown, NY. January 1998 to October 1998.** Consultant. Requirements Engineer / Technical Writer. High level design and requirements collection for hardware/software hybrid medical equipment. Responsible for departmental portion of intranet, from creation through maintenance.
- **Dow Jones Markets, New York, NY. February 1997 to January 1998.** Consultant. Requirements Engineer / Technical Writer. High-level design and requirements collection for database-driven, Internet-based bond trading application. Close involvement with QA, writing of test plans. Created, maintained Development Team Intranet site, product demos. All documentation published as both paper and HTML.
- **Textware Solutions, Burlington, MA. March 1994 to February 1997.** Consultant. Technical Writer, Developer, and QA Tester for *Instant Text* medical transcription software. Wrote user manuals shipped with product. Created demo software as well as commercial and shareware glossaries of 500,000+ medical words and phrases. Customer support by phone, e-mail, Usenet. Represented Textware Solutions at trade shows, conducting seminars and training sessions.
- **Freelance business writer and software consultant. April 1993 to March 1994.** Wrote grant proposals for Columbia University faculty and students. Published articles in medical transcription trade journals. Created medical transcription coding software for CP/M and DOS systems, including user manuals. Tester for Williams & Wilkins, medical reference publisher, electronic dictionary software. Tester and Writer for other Web projects.
- **Freelance medical writer. January 1992 to December 1996.** Concurrent with other activities. Independent contractor. Have written tens of thousands of pages of medical, surgical, and psychological reports, interviews, and business meetings.

## Education, Awards, and Professional Memberships

- **B.A. History, City College of New York, February 2006.** *Magna cum laude*. Focus on Asian and Chinese history, but also with extensive classes from the Computer Science Department.
- **Carl Dunat Scholarship, CCNY History Department, May 2006.** Awarded for general performance in City College History Department class work (cash prize).
- **Oscar Lloyd Meyerson Prize, CCNY History Department, May 2005.** Awarded for specific papers of excellence entered by professors into annual competition (cash prize).
- **Einsteins In The City Expo: A Student Research Conference at CCNY, April 2005.** Paper accepted for inclusion in this international research conference. <http://www.einsteinexpo.com/index.html>.
- **Harry Schwarz Award, CCNY Department of Computer Science, May 2004.** Awarded for general performance in the Computer Science program (cash prize).
- **Tau Beta Pi, Engineering Honor Society.** Inducted May 2004.
- **Secretary of the History Club, CCNY.** 2004-05 school year.
- **Society for Technical Communications.** Member since 2001.

## Selected Publications and Seminars

See <http://www.roberthill.org/resume/html/portfolio.html> for demos and detailed explanations of selected publications.

- **J. P. Morgan Chase BAIWEB Documentation Set.** Complete User and Developer documentation set for internal web application for the Infrastructure Architecture and Strategy Group's BAIWEB and Repeatable Architectural Design System (RADS). Password-protected online; ask for access or printed version.
- **Virtual Manhattan Model.** Senior Capstone Project result. Accepted as an entrant in the *Einsteins in the City Original Research Conference*, April 2005. 3D model of Manhattan, exploring the use of vector maps as source maps, OpenGL navigation, XML database linking, and 3D modeling. Details available in online portfolio.

- **PeopleSoft Staffing Front Office.** Document distribution Intranet site, with one sample document. Details available in online portfolio.
- **LivePerson Online Demo.** Self-guided sales demo of entire LivePerson application. Details available in online portfolio.
- **Fixed Income Transaction Service: Design Documentation Set.** PRD, SRS, STD, Server Cookbook, Release Notes, and other documents relating to design of online distributed Java applet. Details available in online portfolio.
- **Instant Text: Reference Manual and Getting Started.** Tutorial and user manuals distributed with *Instant Text*, Textware Solutions, medical transcription and PDA software.
- **Instant Text Demo Disk.** Multimedia sales, marketing, and tutorial disk demonstrating tips and techniques for learning *Instant Text*.
- **Instant Text Shareware Glossaries.** Collections of 500,000+ medical words and phrases, guaranteed properly spelled, distributed as shareware.
- **MTCP Tech Talk: Windows Technology Adds Visual Skills To the MT's Ear.** Reprinted in the *Journal of the American Association for Medical Transcription*, Vol. 16, No.1 (January-February 1997). This article was "MTCP Prior Approved," meaning Certified Medical Transcriptionists earn 1 nonmedical continuing education credit by submitting a 200-word summary to the MTCP certification authority.
- **From Recall to Recognition: Transforming Medical Transcription Tasks.** Article published in *For The Record: The Nation's Foremost Newsmagazine for Health Information Professionals* , July 15, 1996, issue.