

TOM RISSER
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TECHNICAL WRITER

Highly successful technical writer with over 15 years of experience in the computer systems, software, and medical electronics industries. Proven track record in producing high-quality printed and online documentation within tight schedules. Known for a unique blend of scientific and technical knowledge with programming, marketing and writing skills. Demonstrated ability to master complex technical subjects quickly.

AREAS OF EXPERTISE:

- Programming and API Reference Manuals
- User's/Administrator's Manuals, Installation Manuals, Configuration Guides, and Release Notes
- Online Help and Web Content
- Tutorials and Training Materials
- White Papers and Technical Journal Articles
- Code Snippets in C/C++/C#, Java, Visual Basic

SKILLS AND TOOLS:

- **Printed documentation** – Acrobat, FrameMaker, Structured FrameMaker (XML), Epic/Arbortext (SGML), DocBook, Word
- **Help** – Javadocs, HTML Help, JavaHelp, RoboHELP, WebWorks Publisher
- **HTML** – DreamWeaver, HomeSite, JavaScript, CSS
- **Graphics** – Paint Shop Pro, Photoshop, SmartDraw, Visio
- **Computer Languages** – C, C++, C#, Java, Visual Basic, XML
- **Operating Systems** – Windows, Linux, UNIX

CLIENT LIST: Past and Present clients number more than thirty, and include:

- SRI International
- Applied Materials
- Quova
- Oceania
- Inight Software
- Sigaba
- Tellme/Microsoft
- Sun Microsystems (Java Group)
- Global Healthcare Associates
- Imatron
- Hewlett-Packard
- Netscape
- Icarian
- NetIQ
- Spoken Translation
- Sun Microsystems (Systems Group)

EDUCATION:

- M.B.A., Marketing, Haas School, University of California, Berkeley, CA
- Ph.D., Physics, University of California, Berkeley, CA
- B.A., Physics, Harvard College, Cambridge, MA

SOME RECENT PROJECTS:

1. For **Tellme, a Microsoft subsidiary**: Documented five Web Service software applications in the company's cloud computing product line.
2. For **Tellme, a Microsoft subsidiary**: Wrote a *VoiceXML Tutorial* that introduces programmers to VoiceXML, the XML language for creating Interactive Voice Recognition applications. The tutorial, which covers the functionality defined in the W3C standards for VoiceXML 2.0 and 2.1, is composed of an introduction, ten lessons, and three appendices. It is published on the Microsoft Developer Network at <http://msdn.microsoft.com/en-us/library/ff770014.aspx>.
3. For **Tellme, a Microsoft subsidiary**: Wrote *Tellme Speech Service Grammar Developer's Guide*, a guide to developing XML speech recognition grammars that are consistent with the W3C standards: *Speech Recognition Grammar Specification 1.0* and *Semantic Interpretation for Speech Recognition 1.0*. The guide is published on the Microsoft Developer Network at <http://msdn.microsoft.com/en-us/library/ee800148.aspx>.
4. For **Sun Microsystems, x64 Systems Group**: Wrote a complete set of documentation (including an *Installation Guide*, *Configuration Guide*, *Administration Guide*, *Service Manual*, and *Product Release Notes*) for a storage blade that operates in a blade chassis with nine different server blades (including ones with Intel, AMD, and SPARC processors). I was the sole author of this documentation, which can be found online at <http://download.oracle.com/docs/cd/E19045-01/blade.6000disk/index.html>.
5. For **Quova**: Updated the *Server Guide*, *Java API Guide*, and *.NET (C#) API Guide* for Quova's GeoDirectory 7 client server software. GeoDirectory 7 is used by Web servers to determine the geographic location of Web site visitors.
6. For **Sun Microsystems, x64 Systems Group**: Wrote and/or updated a number of *Installation Guides*, *Service Manuals*, *User's Guides*, and *Operating System Installation Guides* for 64-bit servers (both rack-mounted and blade servers).
7. For **Quova**: Updated the *Server Guide*, *Java API Guide*, *C/C++ API Guide*, and *Web Service Guide* for Quova's GeoDirectory 6 client server software. Also created a new *.NET (C#) API Guide*. GeoDirectory 6 is used by Web servers to determine the geographic location of Web site visitors.
8. For **Sun Microsystems, Java Group**: Wrote four chapters of the *Learning the Java Language* section of *The Java Tutorial* (Classes and Objects, Interfaces and Inheritance, Numbers and Strings, and Packages). This tutorial is available online (<http://java.sun.com/docs/books/tutorial/java/index.html>) and as a published book (search for Tom Risser on <http://www.amazon.com>).

9. For **Spoken Translation**: Wrote a *User's Guide* and *Online Help* for "Converser," a Windows-based translation program that assists English speaking medical personnel in communication with Spanish speaking patients. The program features voice and handwriting recognition on a tablet PC. The documentation is available in English and Spanish.
10. For **NetIQ**: Wrote *Administrator's Guides* and *User's Guides* for a succession of new .NET-based User Interfaces for NetIQ's flagship product, "AppManager." AppManager is a script-based system for monitoring the performance and availability of mission-critical servers and applications on networked Windows, UNIX, and Linux platforms.
11. For **NetIQ**: Wrote *Developing Custom Application Modules*, the documentation for an SDK to be used by NetIQ development partners who want to develop plug-in applications for NetIQ's "AppManager." The documentation includes sample applications, with source code, for Windows (VBScript scripts calling C++ COM objects) and UNIX (Perl scripts calling Perl modules or C++ objects).
12. For **Hewlett-Packard**: Wrote an *Installation and Configuration Guide for the HP Rapid Auto-Deployment System*, a command-line system for deployment of software images to install BIOS, firmware, operating systems, RAID configurations, and application software onto computers on LANs and WANs.
13. For **Sigaba**: Wrote *Installation and Configuration Guides* for Sigaba's server products. These servers (a mail gateway, an encryption key server, and a Courier Mail server) are used to encrypt and decrypt E-mail in a variety of corporate settings.
14. For **Inxight Software, Visualization Products Division**: Wrote a complete set of documentation for Inxight's Star Tree SDK for Java 3.0, including printed manuals and HTML-based help for each of: a *Product Orientation*, a *Programmer's Guide*, a *Programmer's Reference Manual*, and a *Guide to the Demonstration Software*. The Star Tree is a next-generation user interface for Web sites, featuring a "hyperbolic tree" developed at Xerox PARC.
15. For **Icarian**: Wrote *functional requirements & specifications* for all of the component pieces of a complex J2EE development framework for rapid customization of "business to business" Web software. Also wrote an *architectural overview* explaining how all the pieces worked together that was later used to educate newly hired software developers.
16. For **Inxight Software, Visualization Products Division**: Wrote a complete set of documentation for Inxight's Hyperbolic Tree SDK for ActiveX 2.1, including printed manuals and HTML Help for each of: a *Product Orientation*, a *Programmer's Guide*, a *Programmer's Reference Manual*, and a *Guide to the Demonstration Software*. This is a Microsoft COM version of the same product whose Java version was mentioned above. The *Programmer's Guide* and *Reference Manual* each have two versions, one for MFC/C++ developers, and one for Visual Basic Developers.
17. For **Oceania**: Wrote an online *Programmer's Guide and Reference Manual for OcNotes*, a COM API for medical record-keeping software. Approximately 30 objects and 250 object members were documented. Sample code for the entire API was written in Visual Basic.