

# Jonathan Leer

## dba Leer Technical Communications

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### Summary

If you are looking for a writer with experience, I've got it. I have written for the high-tech, financial, and healthcare industries. Many of my projects have required skills and knowledge in numerous corporate areas, such as compliance, product development, customer relations management, marketing, sales, finance, project planning, process re-engineering, and user interface design.

If you want both business and technical knowledge, I have it. I have written and edited a wide range of technical, marketing, and financial documents for a variety of audiences and media - from print to blended e-learning.

Also, if you are looking for a writer who thinks about cost-reduction and getting the best bang for the buck, call me. I look forward to talking with you about your project goals.

### Tools

Framemaker, Word, Access, RoboHelp, Pagemaker, CorelDraw, Adobe Acrobat, Visio Technical, Access, Excel, Outlook, PowerPoint, Lotus 123, Lotus Wordpro, Dreamweaver, Flash, Director, Adobe Illustrator, KnowledgeNet, ViewletBuilder, SnagIt, FireFly

### Programming, Platforms, & Misc.

HTML, XML, Java, SQL, APL, COBOL, Assembler,  
Oracle, Sybase, Documentum, Windows 98/NT/2000/XP, MAC, UNIX, Linux  
Visual SourceSafe, Clarify ClearSupport, J2EE, C++, VBasic, .NET, C#,  
SQL Server, BizTalk, Microsoft .NET Framework, MSMQ Message Queuing

### Management

Microsoft Project, Excel, Quickbooks

### Tools

### Recent Book Study

"SSL and TLS, Designing and Building Secure Systems", Eric Rescorla  
"SAP R/3 Implementation Guide", Hiquet and Kelly  
"Sams Teach Yourself SAP R/3 in 24 Hours", Danielle Larocca  
"Java2, A Beginner's Guide", Herbert Schildt  
"Mapping Web Sites", Paul Kahn and Krzysztof Lenk

### Familiarity with Regulations

HIPAA: Privacy and Security Regulations  
21 CFR Part 11  
Current Good Manufacturing Practice (CGMP) Regulations  
Good Laboratory Practice (GLP) Regulations  
Good Clinical Practice (GCP)  
HIPAA and associated security and electronic signature standards  
ISO 9001, QS 9000

### Professional Associations

Society for Technical Communication, [www.stc.org](http://www.stc.org)  
Boston-SPIN, [www.boston-spin.org](http://www.boston-spin.org)

### Industry Experience

High-tech, biotech, financial (Life/Health/Accident, series 7 licenses), and healthcare.

## Previous Projects for Jonathan Leer, Writer

### Education

B.S. in Communication, Rensselaer Polytechnic Institute  
 MBA studies at Babson College and NH College.  
 Additional studies at SUNY Binghamton, Harvard Extension,  
 Boston University.

### Experience

Timeframe	Company	Projects
9/04 – present	Concord Group Insurance (brokerage for auto and property/casualty insurance)	Write technical references for large .NET/SQL Server integration project of 3 <sup>rd</sup> -party products with backend proprietary services, upgrading from mainframe system to web-based system supporting independent agents. References were written to document portal, source subsystems (e.g., Policy Administration, Billing, e-Documents, DataWarehouse, Claims) and base system integration utilizing BizTalk orchestrations for asynchronous communications and message queuing for source-target transactions.
7/04 – 8/04	AllTrade Tools (manufacturer of contractor tools)	Write a user manual for a cordless grease gun to compete against leading competitor.
8/04	Oasis Computer Products (manufacturer of cabling and related computer products)	Update media contact database for journals targeted to computer, electronics, and medical device manufacturers.
9/03 – 9/04	EMC <sup>2</sup> (global leader in information storage systems, software, networks and services)	Write course design documents, user and train-the-trainer manuals, and develop e-learning modules (impact modules and simulations) for: <ul style="list-style-type: none"> <li>- Clarify (CRM) upgrade</li> <li>- Assurance of Solution Quality (ASQ)</li> <li>- TS Escalation</li> <li>- Project Accounting System</li> <li>- E-Lab Navigator for Interoperability</li> </ul>
2/04 – 3/04	Circadiant (manufacturer of optical test equipment)	Edit and reformat user guide for Optical Standards Tester (OST).

**Previous Projects for Jonathan Leer, Writer**

<b>Timeframe</b>	<b>Company</b>	<b>Projects</b>
5/03 – 2/04	Azimuth-Interative (Publisher in NY)	Research and write a manuscript for A+ Software Certification Series college textbook, covering Windows 9x, 2000, XP. Linux, and UNIX, to accompany additional elearning materials.
2/03 – 4/03	Fallon Clinic (leading healthcare company in Central Massachusetts)	Research and write policies to to comply with HIPAA Privacy and Security regulations. (Project was through Keane Consulting)
3/03 – 4/03 3/04 – 4/03	CopperGate Communications (manufacturer of chip sets for home computing OEMs)	Write brochure copy for new chip set capable of high-speed communication over legacy telephone and coax cable (new HomePNA standard). Develop product briefs with sample reference designs.
2/03 – 2/03	Triquint Semiconductor (manufacturer of communication components)	Write brochure and product briefs for optoelectronics components (business acquired from Agere Systems) for enterprise/metro/wireless access, metro/regional transport, and long-haul backbone solutions (including DWDM, SONET/SDH, SAN, and GbE technologies).
1/03 – 3/03	Family Physical Therapy Services, Inc. (Physical Therapy clinic)	Research (gap analysis) and write policies to to comply with HIPAA Privacy and Security regulations.
12/02 – 2/04	Oasis Computer Products (manufacturer of connectivity products)	Generate media lists for journals targeting engineers and product managers for these markets: medical devices, computer storage and connectivity devices, automotive aftermarket; marine, and outdoor.
9/02 – 11/02	Your Able Body (online publication for Physical Therapy practices)	Add content and features to distributor web site.

**Previous Projects for Jonathan Leer, Writer**

<b>Timeframe</b>	<b>Company</b>	<b>Projects</b>
7/02 – 8/02	SAN Valley, Inc. (developer of storage area network systems using Fiber Channel-to-Gigabit Ethernet technology)	Rewrite the following documents for SL 700 and SL1000 SANs:  <i>Installation Guide</i> (admin)  <i>Configuration and Operations Guide</i> (technical) covering Command Language Interface for the Java-based network management system (admin).  <i>CLI Reference Guide</i> (marketing)  <i>Quick Start Guide</i> (marketing)
4/02 – present	BostonSPIN (non-profit organization for software process improvement)	Provide publicity and media relations
3/01 - 3/02	Houghton Mifflin (leading publisher of university textbooks)	Write online Help system to accompany an Internet course management system (see <a href="http://www.eduspace.com">http://www.eduspace.com</a> ).  WebHelp for Content Management utilities  WinHelp for Microsoft Word templates for textbook authors  <i>XML Content Reference</i>  <i>Best Practices Guide</i> for Internal Use
2/02 – 3/02	Vanli Group – Hong Kong (Manufacturer)	Create web site and write content for US distributor.
11/00 - 9/01	Tecnomatix-Unicam (leading provider of integrated software solutions for the electronics assembly industry)	Write operation guides:  <i>Product Development Processes Guide</i> (software development)  <i>Customer Support Processes Guide</i> (for Clarify CRM system)  Additional marketing collateral for European distributor  (these projects were specifically for software process improvement)
12/91 – 2002	Family Physical Therapy Services, Inc. (private medical group)	Provide consulting for Accounts Receivable/Collections, MIS  Set up network provider contracts with managed care insurance companies.  Ensure compliance with HIPAA.

**Previous Projects for Jonathan Leer, Writer**

<b>Timeframe</b>	<b>Company</b>	<b>Projects</b>
6/99 – 9/99	pcOrder.com (developer of e-commerce technology)	Write the following:  <i>EasyBuy Technical Reference</i> , which described the API for an IT-purchasing extranet for HP corporate customers.  HTML-based Help system for the <a href="http://www.my.techbuyer.com">http://www.my.techbuyer.com</a> Web site (order site for resellers).
5/99 – 2/02	Your Able Body	Create and write content for the <i>Opportunity</i> online newsletter for Physical Therapy administrators.
4/98 – 6/98	AXENT Technologies (developer of security software for enterprise directory systems; now owned by Symantec)	Write several technical guides:  Installation guide for a component compatible with Netscape Directory Server 3.0 (supports LDAP 3.0)  <i>ERM Administration Guide</i>  Platform-specific RMA installation guides  API development documentation
4/97 - 2/98	BittWare Research Systems (manufacturer of DSP mezzanine boards to accompany SHARC-based host boards)	Write user/installation guides for VARs and system engineers
11/91 – 12/97	Voicetek Corp. (manufacturer of voice server hardware and IVR software - GUI, applications, and SDK - running SCO UNIX – now Aspect Communications)	Develop product guides, system references, and release notes for telephony administrators and developers  Non-GUI API Procedures
5/97 - 6/97	PureSpeech (developer of AutoAttendant to run on Windows NT)	Revise user/installation guide for VARs and end users
6/94 - 9/94	SAMS Publishing	Rewrite <i>Exploring the UNIX System</i> and <i>Absolute Beginner's Guide to UNIX</i> .
9/94 - 9/94	Transaction Environments (developer of Hammer IVR test utilities)	Rewrite <i>Test Engineer Administrator's Guide</i>

**Previous Projects for Jonathan Leer, Writer**

<b>Timeframe</b>	<b>Company</b>	<b>Projects</b>
4/92 - 6/92	Trellis (developer of network software)	Write <i>Network Administrator's Guide</i>
1/91 – 4/91 8/91 – 10/91	Wang – (developer of word processing, imaging, and sizing software)	Write <i>Test Engineer User's Guide</i> and <i>Sizing Reference for Sales Representatives</i>
3/91 – 10/91	MORE Systems (Oracle consulting group)	Write <i>MORE Application Manager User's Guide</i>

**Writing Samples**

Available upon request.

**References**

Available upon request..