

Robert P. Palomo

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Executive Summary

Skilled, experienced, versatile technical communicator with a passion for usability. Impressive software industry track record of excellence in team building, teamwork, and bridging rôles to contribute to the ultimate success of the organization. Skilled at creating textual and visual communications solutions for a variety of needs ranging from technical to marketing, from books to the web. Multi-lingual information designer with proven ability to adapt to the challenges inherent in a distributed international team environment. Skill areas include:

- Extensive technical communications experience, including design and development of printed software documentation sets, hypertext Help systems, animated Flash-based tutorials and demos, style sheets, document templates, company standards, etc.
- Extensive corporate web site production and management experience. Well versed in standards-compliant (X)HTML and CSS development.
- Extensive software user interface and interaction design and prototyping experience, designing for usability and accessibility. Knowledgeable about international standards (W3C and U.S. Government "Section 508") for software and Web site accessibility.
- Advanced intermediate Borland Delphi programmer. Solid foundation in database systems, including desktop and server-based relational systems, multi-valued/variable-length architectures (MVA), and client-server technologies. Fundamentals of OO, UML, Java, XML, J2EE, and Web Services.
- Information Development Tools: Adobe FrameMaker, RoboHelp, Acrobat, and PhotoShop, Dreamweaver MX, HomeSite, TopStyle, Viewlet Builder, MS Word, and more .
- Native English-speaker. Reading comprehension in most Romance languages. Fluent Spanish, conversational French, essential Russian.

Employment History

1. Thirdline International Technical Communications

September, 2003 - present.

Independent Consultant. Projects include: XHTML/CSS based Help, web content, and marketing communications for new C#.NET application, Flash-based demos and technical documentation for a Java IDE, content writing and management for growing corporate web site, and several small web sites. Clients in Czech Republic, Belgium, New Zealand, and USA.

2. Object International Software GmbH – TogetherSoft Corp. – Borland Software Corp.

September 1997 – June, 2003.

Borland Software Corporation, Together Business Unit – December 2002 – June, 2003

Role: Information Developer

- As part of reorganization after acquisition, rejoined the Technical Publications team to fill gap in user education/tutorials area.
- Leading an effort to move to a standards-based implementation of company's online e-learning collateral for the Together product line.
- Conducted in-depth study of W3C standards for CSS and accessibility.
- Created new cascading style sheets and documentation for same.
- Implementing W3C standards for HTML, CSS, and accessibility in e-learning content.
- Resumed responsibility for English strings and help texts in Java *i18n* properties.

TogetherSoft Corporation July 2001 – December 2002

Roles: UI Manager, UI - Interaction Designer, Usability Evangelist

- Trained other team members to take over documentation management and maintenance of Java *i18n* resources.

TogetherSoft Corporation, July 2001 – December 2002, continued

- Formed and led a new team to champion usability and accessibility issues in Engineering.
- Created detailed screen mock-ups, dialog prototypes, and icon designs.
- Pioneered use of visual design specifications in PowerPoint using detailed mockups that streamlined the specification writing process and communication with engineers.
- Lead a major redesign of the menu system and main window to support a new implementation of the underlying platform and architecture.
- Created new graphics design for product splash screens and installation program for the 6.0 release due to temporary absence of a professional designer.
- Implemented company's first international usability tests.

TogetherSoft Corporation August-1999 - July 2001*Roles: Information Developer, Documentation Manager*

- Trained a newly hired Web development team in the new US headquarters.
- Built and led a world-class technical communications team on two continents, later coordinating efforts with a new localization team in Japan. Expanded the depth and breadth of the documentation adding printable user manuals, technical articles, and Web based e-learning to the existing on-line Help.
- Implemented single-source documentation process to deliver documentation in multiple formats.
- Instituted the adoption of industry-leading authoring tools such as Frame-Maker™, as well as team collaboration tools such as version control and WebEx. Increased productivity for the team and ultimately eliminated the need for extensive work converting file formats after company's acquisition.
- Pioneered the use of animated product tutorials using Qarbon's Viewlet Builder.

Object International, GmbH Sept. 1997 – Sept 1999*Roles: Technical Writer/Editor, Information Designer, User Interface Designer, Newsletter Editor, Web site producer*

- Improved existing HTML documentation of the early Together® product line, bringing it up to industry norms for English usage and technical writing style.
- Created a new structural and visual design for the HTML documentation to improve usability and support future growth.
- Pioneered JavaHelp™ technology and RoboHelp authoring tool usage, further redesigning the HTML documentation to exploit enhanced navigation and search capabilities made possible by the technology and tool.
- As the sole documentation writer for the product team, added new content and updated existing content as product evolved over time.
- Lead a major redesign of Together's user interface. Abandoning the existing "card deck" style collection of duplicated windows, created a significantly more usable design with a single, multi-pane window, tabbed pages, and a comprehensive menu system providing visibility to previously "hidden" features. Created detailed mock-ups, icon designs, and working executable interaction and menu prototypes. The essence of my design still endures in the product today – cited in numerous media reviews for its fundamental usability.
- As the sole native English speaker, provided QA liaison and consultant to Russian engineers to help prevent and fix problems with English strings in the user interface. Learned principles of Java™ *i18n* and fixed problems directly in resource files.
- Worked with C-level marketing management to create an e-newsletter series "Together Tips-n-Tricks" that helped generate significant sales leads among leading-edge Java developers. Newsletter Editor from creation to eventual phase-out several years later as direct marketing gave way to other channels.

Object International, GmbH Sept. 1997 – Sept 1999

- Produced the company Web site (at the time, *www.oi.com*). Reporting to the Operations VP, lead a highly focused team consisting of myself plus one HTML developer in Russia, and a CGI programmer in the US. Wrote technical and marketing copy, implemented HTML pages with tools such as HomeSite and Dreamweaver, designed and implemented graphics, coordinated with external visual design firm and content authors, managed day to day workflow, conducted testing, and promoted website to search engines.

2. Thirdline International Corp., Carson City, NV October, 1996 – Sept 1997.

Independent Consultant: Technical documentation, on-line help, and website projects for international clients in USA, Sweden, and Germany.

3. Kallista, Inc. Chicago, IL USA July, 1995 - July, 1996

Software Developer: Lead Delphi developer for a new commercial software project. Also developed modules for application projects for company clients.

4. Borland International Scotts Valley, CA USA August, 1994- July, 1995

Technical Writer: Wrote and developed print manuals and on-line Help for Delphi. Developed sample database applications and code examples.

5. Revelation Technologies, Inc. Bellevue, WA USA September, 1992 to June, 1994

Technical Writer: Developed printed documentation, on-line Help, and multimedia product documentation for DOS and Windows database application development tools.

6. FourGen Software Technologies, Inc. Seattle, WA USA August, 1991 to Sept., 1992

Technical Writer: Wrote end-user documentation for Accounts Receivable and Payable modules of the company's UNIX/Informix based enterprise accounting product.

7. United Systems Technologies, Lafayette, IN USA August, 1990 to August, 1991

Systems Analyst: Systems analysis and design, technical and marketing communications.

Education

Indiana Technical College, Lafayette IN

Associate of Applied Science *cum laude*, December, 1990.

Major: Computer Programming, Technology, and Information Systems (CPTIS)

Elected *Phi Theta Kappa*. Dean's Special Award: *Outstanding CPTIS Student of 1990-91*.

Purdue University, West Lafayette, IN

Miscellaneous course work in Mathematics, Art and Design, Communications, Graphics, and Foreign Languages. (1979 - 1983) No degree sought.

Indiana University, Bloomington, IN

Bachelor of Science in Music & Outside Field, June 1975.

Majors: Applied music and Spanish.

Honors program an Universidad Complutense, Madrid, Spain 1973-74

Corporate training

FourGen Software: basic developer training and Train-the-Trainer classes. Revelation Technologies' developer training seminars from beginning through advanced levels.

Recent Activities — Personal Profile

- Technical Reviewer for the book "Building Better Software Faster" by Andy Carmichael, Ph.D. and Dan Hayward. ISBN 0130087521. Prentice Hall, 2002.
- I hold a United States passport. I can travel as necessary.
- I have been based in Europe since 1996. I am comfortable and effective in a multi-cultural, multi-lingual working environment.