

Alan Brandon

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Summary

I am a technical and marketing communications pro with more than 20 years of experience as a contributor, leader, and manager. I specialize in producing content for the telecommunications and networking industries. I have a successful track record of developing and delivering effective documentation for customers of all levels.

Professional Highlights

Principal Technical Writer (contract) | Sycamore Networks, Billerica, MA Present

- Research, plan, and produce printed and online user documentation to support Sycamore's SilvxOSS telecommunications server and API products.

Senior Technical Writer | Cisco Corporation, Boxborough, MA 2008

- Planned, wrote, and edited technical publications to support Cisco's WAAS router family.
- Responsible for online documentation, help, release notes, and wikis.
- Worked with distributed, global project teams.

Technical Publications Writer/Coordinator | 3Com Corp., Marlborough, MA 2005–2007

- Managed, wrote, edited, and illustrated technical publications to support 3Com's entire line of network switches, routers, and wireless products for enterprise and SMB markets.
- Responsible for printed and online documentation, help, and other technical literature. Managed localization/translation projects as well as OEM/re-branding projects.
- Worked with joint-venture, OEM/ODM partners, and outside resources worldwide.
- Supervised writing staff.

Freelance/contract Communicator | (Selected clients listed) 2002–2005

Sr. Technical Writer, Harris Communications (Mason, OH)

- Working in the Intraplex division, developed print and online documentation and technical marketing literature to support advanced digital broadcast transport equipment.
- Produced printed and online documentation, help, white papers, and data sheets.
- Implemented and maintained a technical support web site that automated the support function and reduced the volume of incoming support phone calls.

Publications Manager, Mike Rozumek's Karate Center (Pepperell, MA)

- Designed and executed customer generation and retention programs including advertising, direct mail, newsletters, brochures, web site, and media relations at a large martial arts school.
- Taught martial arts classes ranging from one-on-one instruction to groups of 50+ students.

Learning Products Manager | Agilent Technologies, Westford, MA 1994–2002
| Hewlett-Packard, Westford, MA

- Responsible for customer-facing publications to support advanced telco and network test systems.
- Managed, wrote, edited, and illustrated documentation including user manuals, technical notes, web sites, help, brochures, and support resources.
- Oversaw localization/translation projects as well as OEM/acquisition re-branding projects.

Professional Highlights (continued)

Learning Products Manager (continued from previous page)

- Acted as “brand champion” when Agilent was split from HP. Coordinated re-branding all documentation, created templates, and enforced corporate standards.
- Founded and grew the department. Responsible for evaluating and deploying department tools.
- Managed department staff.

Sr. Technical Writer | American Power Conversion, Billerica, MA 1993

- Responsible for user documentation to support power-management hardware for consumer and enterprise computer equipment.
- Coordinated resources to produce multi-language translations for international products.
- Worked closely with Engineering and Production to focus documentation, and to meet logistics deadlines, strict budget constraints, and high production runs.

Newsletter Editor (contract) | AT&T Network Systems, North Andover, MA 1992–1993

- Edited and managed *The Channel* newsletter for customers of AT&T’s network products.
- Wrote and edited stories and managed internal and external vendors. Coordinated material from customers and AT&T personnel worldwide.
- Won Society for Technical Communications’ Outstanding Achievement Award.

Technical Publications Manager | Tau-tron (General Signal Corp.), Westford, MA 1987–1992

- Responsible for technical and marketing publications to support portable telecommunications test sets and distributed network systems.
- Designed, implemented, and maintained documentation including user manuals, technical notes, brochures, and advertisements.
- Began as a writing intern and progressed to department manager. Responsible for evaluating and deploying department tools.

Skills and Tools

- **Core skills:** Writing, editing. Illustration, graphics, design. Research, audience analysis, project management. Team leadership, organization.
- **Publishing tools:** FrameMaker, Acrobat, Quark Express, and others.
- **Illustration/graphics design tools:** PhotoShop, Illustrator, and others.
- **Web/HTML tools:** DreamWeaver, WebWorks, and others.
- **Help tools:** MadCap Flare, RoboHelp, WebWorks, and others.
- **Office tools:** Microsoft Office Suite, Lotus Notes, and others.

Education

University of Lowell (now U. Mass. Lowell), Lowell, MA

- B.A., Major in English with a Writing Concentration; minor in Computer Science and Mathematics.

Additional Information

Member, Society for Technical Communications.
References available by request.