

# Andrew Fuchs

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**Highly experienced writer with unique blend of communication, technical, process, and leadership skills.**

## Experience

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*2009-present: Rovi Corporation, Santa Clara CA*

### **Senior Technical Writer, Technical Publications**

Created product documentation for developer and end-user audiences describing embedded software, APIs, and network services. Defined agile processes; developed documentation in collaboration with engineering teams; implemented XML-based documentation standards and tools; created internal web portal, templates, and procedures for new company-wide methodology.

*2003-2009 Kabira Technologies, San Mateo CA*

### **Senior Technical Writer**

Created developer and administrator guides for new suite of software products. Implemented documentation systems using DocBook XML, Wiki, and web-based content management systems. Migrated and reworked legacy documentation for existing enterprise software products. Helped to create developer portal with automated document updates.

*2002-2003 Allegis Corporation, San Francisco CA*

### **Senior Technical Writer**

Wrote installation and configuration guides for the Allegis eBusiness Suite application. Guided development of standards for engineering API documentation.

*1997-2002 Kabira Technologies, San Rafael CA*

### **Senior (Lead) Technical Writer**

Created technical documentation set for a suite of enterprise infrastructure software products: turned engineering notes into world-class print and online manuals. Implemented single-sourcing strategies to generate HTML and PDF, integrated with the automated product builds. Led a team of writers to create documentation for expanding product lineup. Defined editorial standards and processes.

*1989-1997 Clarity Communications Co., Melbourne, Australia*

### **Managing Editor**

Wrote and edited manuals, on-line help, and other publications—and developed software—for clients such as NEC Australia, Telecom Australia, Digicard, Kmart Australia, BHP Research, and many others. Ran the company and managed small creative staff while bringing projects in on time and on budget. Team leader, project manager, software architect.

*1991-1995: Royal Melbourne Institute of Technology*

### **Lecturer in Technical Writing**

Designed and delivered the technical writing subject in the Graduate School of Business.

*1986-1988 Technical writer, Synergia, S.p.A., Milan, Italy*

### **Technical Writer**

Created a series of manuals for Olivetti software products. Established desktop publishing capabilities and helped define style guidelines for the technical publications group.

*1983-1984: The Software Machine, Inc., Sunnyvale CA*

### **Sound & music software engineer**

Wrote audio tools and applications for Macintosh, Apple II, IBM PC; designed and documented sound synthesis system for arcade games.

*1981-1983: Atari, Inc., Sunnyvale CA*

### **Software engineer and sound designer**

Created music and sound drivers, tools, and utilities; designed sounds and music for dozens of Atari games.

## Education

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*1991-1997 Monash University, Melbourne*

### **Master of Information Systems; Graduate Diploma in Information Technology**

*2002-2012 Continuing education single subjects*

### **Documentation usability testing, software project management (UC Berkeley); Intro to project management (Cal Poly)**

**Certifications:** CSM (Scrum Alliance), DELF (Alliance Française), CPR/First Aid (Red Cross)

## Other information

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**Languages:** English, French, Spanish, Italian, and Russian. **Technical skills and keywords:** FrameMaker, DocBook, DITA, Doxygen, JavaDoc, Word, Excel, Powerpoint, Visio, OmniGraffle, Photoshop, Illustrator, Confluence Wiki, SharePoint, Salesforce, WordPress, Joomla!, C, C++, C#, Java, PHP, Python, XML, XSLT, HTML, CSS, UML, SQL, Forth, Assembler, Unix, Macintosh, Windows, Vim, Make, Subversion, Perforce, RCS, TeamCity, Eclipse, Visual Studio, Xcode, Jira, VersionOne, Xcode, Arduino