



Résumé

Overview

- Highly experienced information architect, writer and editor specialising in the planning, design, development and delivery of technical, business and professional information
- High level technical and business writing skills combined with design, technical and process capability
- Extensive experience in the management of information projects involving multi-disciplinary teams, both on line and on paper
- 17 years consulting to many of Australia's leading organisations in both the public and private sectors, on projects around Australia, the Asia Pacific and Middle East. In early 2005 took on first client in the UK and has since delivered projects throughout the UK, and in the Republic of Ireland, Germany and Switzerland.
- Consulted widely in the areas of experience design, human/computer interface (HCI) and business process re-engineering
- Global experience in the writing, design and management of successful proposals, tenders and general marketing materials
- Chief Judge for 2006 Society for Technical Communications (STC) International Competition (Australia Chapter)

Key focus areas

- Business process re-engineering
- Computer-aided learning (CAL)
- Copywriting
- Corporate blogging
- Defensive design
- Experience design
- Forms analysis & design
- Information architecture
- Information design
- Instructional design
- New media content development
- On-line help systems
- Policies and procedures
- Print and new media project management
- Proposals and tenders
- Science & medical writing
- Technical writing, editing and training

Professional

- **December 2005 onwards** Return to Australia; freelance information consulting services to clients in the UK, Germany and locally.
- **February to December 2005** Associate at Watson Wyatt Limited, Reigate, United Kingdom. Proposals Specialist in the Investment Practice Marketing Team; implemented a new approach to the development of high quality proposals, tenders and presentations; provided training in InDesign, Acrobat, PowerPoint and graphic design principles.
- **January 2002 to November 2004** Senior Communications Specialist at Kellogg, Brown and Root, Parkside, South Australia. Technical Editor responsible for internal and external documents; Discipline Leader of the communications department in South Australia and the Northern Territory; managed delivery of proposals and new media marketing materials; served on the SA Operations Management team and Innovation team; one of three Australian representatives on a user advocacy team for the development and implementation of a global proposals database.
- **July 1996 to January 2002** Managing Director of Clive Conway Creative Pty Ltd, Adelaide, South Australia. Provided information consulting and writing services to clients throughout Australia; responsible for management, marketing, business development and staff training.
- **July 1994 to July 1996** Proprietor of Context Information Management, Adelaide, South Australia. Technical writing, computer-aided learning and information delivery services for clients in South Australia and Victoria.
- **January 1990 to July 1994** Senior Technical Writer/Multimedia Developer at Quoin Technology, Kent Town, South Australia. From early 1992 also National Technical Support Manager; carried out technical writing assignments throughout Australia; developed computer-aided learning business; developed and delivered commercial writing courseware; trained and managed technical writing and CAL staff; prepared proposals and tenders.

Software skills

Expert

Thorough understanding of wide range of software used in document production, desktop publishing, graphic design and web development; provided training and technical support for many of these packages:

- Adobe Acrobat; FrameMaker; InDesign; PageMaker
- Corel Paint Shop Pro
- Macromedia Authorware; FreeHand
- Microsoft PowerPoint; Word
- NetObjects Fusion
- RoboHelp Office
- Virtual Media HDK

Working knowledge

Good working knowledge of the following packages:

- Adobe Illustrator; Photoshop
- Corel Draw
- Microsoft Access; Excel; FrontPage; Project; Publisher; Visio
- OmniPage Professional
- ProVision
- Quark Xpress

Education

Secondary: Collegiate School of St. Peter, Hackney, South Australia

Tertiary: BA (Hons) (English Language and Literature), University of Adelaide
Also completed 2 years of BEng degree in Electrical Engineering

Post Graduate: Graduate Certificate of Management, Deakin University
2 years of MBA at Deakin University

Résumé version 5.5, 31 March 2007.



Selected projects

Paper-based documents

Generally involved in all aspects of project management, design, research, writing, editing and production:

AAPT	Major tender response	1 month
ANZ Bank (Victoria)	Series of software manuals over 6 projects Development of test specifications and procedures	Total about 9 months
Aspect Computing	Series of software manuals over 4 projects for SA Government Departments	Total about 9 months
CCA Snack Foods	Training course for hardware maintenance on factory floor	3 months
C J Abell & Sons	Series of hardware maintenance manuals for Laser Airborne Depth Sounder project	6 months
Chevron Niugini (Queensland)	Procedures manuals	2 months
Codan	Series of manuals for HF transceivers. Management of documentation team over 9 concurrent projects	9 months
CPS Systems (NSW)	Software manual for accounting system	3 months
CSIRO (Land and Water)	Editing of commercial report	6 weeks
CSIRO (Manufacturing Technology)	Software manual for UNIX based shop-floor scheduling system	3 months
Department of Administration and Information Services (DAIS)	Government Accommodation Guidelines—editing and rewriting	2 months
Department of Premier & Cabinet	Whole-of-Government procurement guidelines	2 months
Department of Environment & Natural Resources	Software manuals (2 projects)	5 months
Disc Computer Systems	Test specifications for point of sale system	5 months
The Gas Company	Series of manuals for staff initiation (software and general procedures)	4 months
GIS Pty Ltd (now SunGard)	Software manuals for Financial Risk Management System	5 months
Institute of Medical and Veterinary Science	Software documentation for pathology system	1 month
Kellogg Brown & Root	Documentation & training materials Management, content development and editing for several major tender responses	3 years
National Centre for Vocational Education & Research (NCVER)	Website documentation	6 weeks
Pulse Logistics Systems	Series of manuals for warehouse logistics system	6 months
Schlumberger GeoQuest	Series of manuals for oil & gas system for Santos	6 months
State Bank of South Australia	Series of software manuals Internal Telephone directory Guide to executive training courses	5 months
Watson Wyatt Limited (UK)	Design and development of proposals and presentations for clients including Citigroup, Oxford University, Royal Mail, Tesco (UK), BMW (Germany) and CERN (Switzerland)	18 months (ongoing)
Westpac Mortgage Processing Centre	New staff induction training course	2 months
Women's & Children's Hospital	Software documentation for pathology system	1 month
WorkCover Corporation	Training course development	2 months

Writing for the web

Adelaide Festival of Arts	Editing on-line content, addition of pdf files, etc	2 weeks
Adelaide University	Research, writing & editing of web content	5 weeks
Clive Conway Creative	Design, programming, writing and editing for corporate website. The site received several prestigious awards	5 years
Word for the Week email e-zine	Email newsletter about etymology and language	3 years

Intranets, electronic documents and on-line help systems

Responsible for project management, research, writing, editing and development of the on-line systems:

City of Port Adelaide & Enfield Council	Adobe Acrobat delivery of agendas, meetings and other council papers	1 month
ExxonMobil	Series of manuals for Inspection Management System at Port Stanvac refinery, delivered through Lotus Notes	5 months
GIS Pty Ltd (now SunGard)	On-line help for Financial Risk Management System	5 months
Leading Management Solutions	On-line help for building management system	2 weeks
MMI Workers Compensation	Floppy-disk delivered information system about Occupational Health & Safety for MMI clients	2 months
Oil Drilling & Exploration Limited	On-line HSE documentation for use on oil rigs	2 months
Pulse Logistics Systems	On-line help versions of paper-based manuals	6 weeks
Savings & Loans Credit Union	Development and delivery of a suite of standard letters	3 months
Schlumberger GeoQuest	Intranet based on-line help system	6 months
Telstra	Windows on-line help system for Remote Access Terminal System (RATS)	6 weeks
Transport SA	Intranet-based documentation suite for major projects (editing/on-line system only)	2 months
WorkCover Corporation	On-line version of Injury Management documentation	6 months

Process re-engineering, workflow, policies & procedures

Australian Central Credit Union	Staff procedures manual	2 months
Australian Rail Track Corporation	Analysis and re-engineering of train notices process	3 months
Planning SA	Business process re-engineering exercise	6 weeks
State Bank of South Australia	Staff procedures manual	1 month
Telstra	Procedures manual	1 month
The Gas Company	Staff procedures manual	1 month
Transport SA	Strategic policy development	2 months
WorkCover Corporation	Procedures manual	1 month

Multimedia development and Computer Aided Learning (CAL)

The Gas Company	Series of CAL modules for new staff induction and systems training	3 months
Department of Engineering & Water Supply	Training CAL for users of the MIMS materials requisition system	3 months
Department of Education & Children's Services	CAL on financial management for school administrators	6 months
Department for Community Development (WA)	Staff induction training CAL	6 weeks
Santos	Staff induction training CAL—technical mentoring, QA and media integration only	2 weeks

Electronic Document & Record Management

Australian Rail Track Corporation	Information Architecture and language analysis of train notice delivery system—Project Manager	3 months
Planning SA	Migration project to electronic records management—part of project team	2 weeks
State Records	Development of a series of Whole-of-Government documents on electronic records management (4 projects)	5 months

Training delivery

Clive Conway Creative	Developed Effective Writing course for commercial delivery Developed training courses in On-line Help development and Macromedia FreeHand	
Codan	Developed and delivered training course in Macromedia FreeHand	
Kellogg Brown & Root	Developed courses in Technical Writing, Writing Winning Bids, Adobe Acrobat, and delivered them in KBR offices around Australia	
Quoin Technology	Developed Effective Writing course for commercial delivery Ran in-house training courses for staff & directors on WordPerfect, Windows Help, Technical Writing, English Usage and Grammar, multimedia development Developed and delivered training courses on Windows Help and HDK to clients throughout Australia	
Watson Wyatt Limited (UK)	Developed and ran training in Acrobat, InDesign, PowerPoint and graphic design principles. Provided mentoring in InDesign and Adobe Acrobat	

Corporate communications & graphic design

Clive Conway Creative	Corporate imaging materials Website design Creative Director for web and paper-based design projects	6 years
JAMM Hair and Makeup Academy	Writing & design of corporate prospectus	3 weeks
Kellogg Brown & Root	Corporate marketing materials; advertising & copywriting Management of graphic design team	3 years
Luminis (University of Adelaide)	Prospectus document	2 weeks
KESAB	Shop-to-Shore handbook—co-writing, editing and design	3 months
Watson Wyatt Limited (UK)	Information design and graphic design for a number of proposals and tenders to major UK, European and Middle-Eastern corporates.	18 months

Updated 30 June 2006.
