

## Résumé

# Brett Coster

### Contract:

- technical writer
- instructional designer & trainer
- tester
- analyst

### Private and confidential

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# Summary

## Strengths

- Adapting to new organisations, industries and clients
- Dealing with people at all levels and analysing their needs
- Quickly learning and applying new applications, whether documenting them or using them
- Developing clear documentation and training, using the best method for the purpose
- Creating quality hardcopy and online documentation and graphics
- Providing solutions to problems, such as identifying organisational and/or system improvements

<b>Employment history</b>			<b>3</b>
Tester	PriceWaterhouseCoopers	May 2002	3
Technical writer *	IFE-Tebel Australia Pty Ltd	Oct 2000 to Nov 2001	3
Instructional designer & trainer	MediQuest Limited	Nov 2000 to Dec 2000	3
Technical writer	AWB Limited	Sep 2000	4
Technical writer *	Autodesk, Inc - PlanIt project for Telstra	Dec 1998 to Sep 2000	4
Technical writer	Department of Education (Vic)	Nov 1998	4
Technical writer	EDS Australia	Oct 1998 to Nov 1998	4
Technical writer	Department of Education (Vic)	May 1998 to Jul 1998	5
Technical writer *	Swinburne University of Technology	Feb 1998 to Oct 1998	5
Technical writer	AAPT	Nov 1997 to Feb 1998	5
Technical writer *	Swinburne University of Technology	Jul 1997 to Dec 1997	5
Technical writer	Department of Human Services	Feb 1997 to Jul 1997	6
Technical writer *	Swinburne University of Technology	Aug 1996 to Jan 1997	6
Technical writer	Unisys Australia Limited	Feb 1996 to Aug 1996	6
Technical writer *	Swinburne University of Technology	Feb 1995 to Feb 1996	6
Technical writer	Mobil Oil Australia Ltd	Dec 1993 to Feb 1995	6
Technical writer *	Telstra/Fujitsu Australia Ltd	Dec 1992 to Dec 1993	7
Technical writer	Transfield /AMECON	Apr 1990 to Nov 1992	7
Procedures & Training (inc tech writer)	ANZ Banking Group	May 1989 to Feb 1990	7
Systems Quality Analyst (system tester)	ANZ Banking Group	Sep 1988 to May 1989	7
Cost Analyst/Accountant	AeroSpace Technologies of Australia	Nov 1984 to Jul 1988	8
Procedures Clerk (inc tech writer & tester)	AeroSpace Technologies of Australia	Apr 1980 to Nov 1984	8
Standard Personnel Records (SPR) Clerk	AeroSpace Technologies of Australia	Jul 1978 to Dec 1980	8
<b>Technical summary</b>			<b>9</b>

\* includes instructional designer and/or trainer component

## Education

**Graduate Diploma in Applied Science (Information Management)**  
Deakin University 1992

## Interests

Family, reading, model-making, motorcycle touring and repair.

## Website

<http://members.ozemail.com.au/~bcoster/index.html>

## Employment history

For full details of my employment history, see [http://members.ozemail.com.au/~bcoster/resume\\_front.html](http://members.ozemail.com.au/~bcoster/resume_front.html).

Tester

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PriceWaterhouseCoopers

May 2002 Developed test plans and conducted testing of Power Tax II (New generation) tax statement preparation application.

Technical writer (includes instructional designer component)

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IFE-Tebel Australia Pty Ltd

Oct 2000 to Nov 2001

Developed documentation standards and templates for the following IFE-Tebel manual types:

- Driver/Operator Manuals
- Illustrated Parts Catalogues
- Installation and Maintenance Manuals
- Technical Functional Descriptions
- Training Manuals

Developed manuals and catalogues for the following Australian and international rail companies for projects being manufactured locally and overseas:

- Crew and passenger doors for the Hong Kong MTRC TKE trains manufactured by KOROS, the Korea Rolling Stock Corporation.
- Crew and passenger doors for Cairns Tilt Train (Queensland Railways), manufactured by EDI-Rail
- Crew, passenger and internal doors for IMU Airtrain (Queensland Railways), manufactured by EDI-Rail
- Passenger doors for Melbourne Bayside "M" trains, manufactured by Siemens, Austria
- Crew and passenger doors for Swanston Trams "Combino", manufactured by Siemens, Germany

Using AutoCAD engineering drawings as a source, created required graphics demonstrating equipment functions and principles.

Created technical presentation for door systems, used in sales/contract discussions with Delhi Metro Rail Corporation.

Instructional designer & trainer

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MediQuest Limited

Nov 2000 to Dec 2000

Developed lesson plans and materials for courses for teenage "English as a Second Language" (ESL) course participants.

Conducted sessions on:

- Producing Complex Documents
- Introduction to the Internet

Graded students according to progress made and skills obtained.

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- Technical writer**  
**Sep 2000** **AWB Limited**  
With the AWB-Australia Funding Analyst, analysed and documented procedures to manage the different types of local and international funds used by AWB Limited.  
Developed flowcharts of business processes involved in requesting, managing and balancing local and international funds.
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- Technical writer** (includes instructional designer & trainer component)  
**Dec 1998 to Sep 2000** **Autodesk, Inc - PlanIt project for Telstra**  
Wrote (with another writer) the PlanIt Instructor's Training Manual, User's Training Manual and online Help.  
Developed modular training plan and user-training for Telstra staff.  
Trained project Telstra staff, newstarters, and prospective trainers.  
Regularly conducted system testing.  
Developed Word and Framemaker templates for all PlanIt training materials.
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- Technical writer**  
**Nov 1998** **Department of Education - Human Resources Management System (HRMS)**  
Investigated the use of Doc-to-Help for providing online versions of HRMS user guides.  
Created templates used to convert documentation, while retaining the full look and feel of the Word templates I developed earlier (see May-Jul 1998).
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- Technical writer**  
**Oct 1998 to Nov 1998** **EDS Australia**  
Developed PowerPoint templates for use by Business Analysts to document process flows.  
Set up document management process for use by a team located in Melbourne, Johannesburg, Plano (Texas) and Manchester.  
From rough notes and draft diagrams, prepared about 130 flowcharts documenting current and proposed work practices.
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- Technical writer**  
**May 1998 to Jul 1998** **Department of Education - Human Resources Management System (HRMS)**  
Developed Word templates used to develop user guides/training materials for Human Resources Management System (HRMS) training.  
Converted existing documents to the new templates and trained the HRMS trainers in how to use the templates to best effect.  
Developed various flowcharts documenting the work practices to be used for recruitment, additional payments and so on.
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**Technical writer** (includes instructional designer & trainer component)

**Feb 1998 to Oct 1998**

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**Swinburne University of Technology**

Continuing work involving:

- Documenting the online Course Handbook, a searchable, web-based database listing all courses and subjects offered
- General training and documentation for existing projects.

Prepared and conducted training sessions for the Pandora data warehouse.

Conducted ASCOL training and information sessions.

Revised Pandora online documentation.

Investigated automated (OLE) use of Adobe Pagemaker and Adobe Framemaker to prepare Swinburne Course Handbooks from online data.

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**Technical writer**

**Nov 1997 to Feb 1998**

**AAPT**

Researched, planned and developed documentation for the in-house developed Zeus credit management system.

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**Technical writer** (includes instructional designer & trainer component)

**Jul 1997 to Dec 1997**

**Swinburne University of Technology**

**Pandora data warehouse tasks**

Researched the training and documentation needs for the Swinburne University data warehouse (Pandora).

Designed and developed online HTML help and training documentation for Pandora users (senior executives, administrative and academic staff, students and the general public).

Prepared Pandora presentation to publicise and train all staff.

Assisted with web design, particularly GUI standards, as required.

**ASCOL tasks**

Arranged redesign, revision and reprinting of all ASCOL documentation.

Produced keyboard template for all ASCOL users.

Reviewed and revised training materials, and conducted training courses.

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**Technical writer**

**Feb 1997 to Jul 1997**

**Department of Human Services**

Designed and produced extensive and integrated online help documentation for the Executive and Management Information System (EMIS).

Developed an introductory *Welcome to the EMIS* booklet for all new users of the EMIS. These were largely senior and executive management.

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**Technical writer** (includes instructional designer & trainer component)

**Aug 1996 to Jan 1997**

**Swinburne University of Technology**

Produced 4 task related ASCOL user guides.

Revised existing user guides, to include system changes accrued over past 18 months or so.

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- Technical writer**  
**Feb 1996 to Aug 1996**
- Unisys Australia Limited**
- Developed Network Users Guide for Melbourne Water staff. This covered Windows NT, Windows and associated applications.
- Developed System Administrators Guide and documented system and network structures.
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- Technical writer** (includes instructional designer & trainer component)  
**Feb 1995 to Feb 1996**
- Swinburne University of Technology**
- Researched ASCOL training needs for Swinburne University.
- Produced 12 task related user guides for the IBM A/S400-based ASCOL student administration system.
- Designed the layout for user guides and other documentation, to reflect a professional corporate image and to aid use by people of differing needs.
- Designed 15 separate training courses, including training materials and PowerPoint presentations.
- Trained over 500 Swinburne University staff in various aspects of ASCOL.
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- Technical writer**  
**Dec 1993 to Feb 1995**
- Mobil Oil Australia Ltd (Management of Change)**
- Researched and produced the SAP Assets Management User's Guide and SAP Capital Projects User's Guide and associated documents.
- Wrote system, conceptual and detailed designs for Project Management.
- Produced process flow charts, function key maps and wall charts for transactions and systems.
- Developed and maintained Management of Change team document templates, styles and macros.
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- Technical writer** (includes instructional designer & trainer component)  
**Dec 1992 to Dec 1993**
- Telstra/Fujitsu Australia Ltd**
- Wrote and edited AXIS system specifications and other project and management documentation.
- Analysed, researched and prepared technical and specification documents.
- Developed new document layout and standards.
- Designed and delivered training courses and course materials.
- Produced process flow charts, context diagrams and other illustrations.
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- Technical writer**  
**Apr 1990 to Nov 1992**
- Transfield Group Information Services/AMECON**
- Developed a standard format for documents and Transfield Group Information Services/AMECON forms.
- Redesigned, rationalised and produced numerous forms used in computing, manufacture and quality control.
- Researched, prepared and produced computer, system and management documentation for a variety of users and platforms.
- Produced *In-House* newsletter for all AMECON employees.
- Produced organisation charts, entity relationship diagrams, posters and other illustrations.
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- Procedures & Training Officer**  
(includes technical writer component)  
**May 1989 to Feb 1990**
- ANZ Banking Group (Cardholder Services)**
- Produced ANZPIMS manual for IBM IMS-based online system.
- Initiated and produced national training newsletter.
- Defined and set up on-line training environment (mainframe) for use by staff in all state areas.
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- Systems Quality Analyst**  
(system tester)  
**Sep 1988 to May 1989**
- ANZ Banking Group (Cardholder Services)**
- Analysed and defined environments and procedures to fully test new or enhanced software.
- Ran tests, checked and analysed results and reported variations from original requirements to Systems Development.
- Was sole analyst responsible for testing online creation of Bank Control Files. (The BCF defines the processing rules, format and structure for each type of card such as VISA or Bankcard.)
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- Cost Analyst/Accountant**  
**Nov 1984 to Jul 1988**
- AeroSpace Technologies of Australia P/L**
- Prepared factory budgets, accounting for more than \$100 million per annum and over 60 different work centres.
- Analysed, defined and produced appropriate budgets for wages and salary costs, materials, expenses and workload.
- Provided extensive, timely and appropriate reporting for all aspects of the various budgets, and investigated variations from budget.
- Performed cost benefit analyses and assisted with capital expenditure proposals.
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**Procedures Clerk** (includes technical writer & tester component)

**Apr 1980 to Nov 1984**

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**AeroSpace Technologies of Australia P/L**

Analysed user needs and capabilities to resolve problems and produce appropriate documentation and training.

Monitored user requests for system change to ensure that results matched requirements and that documentation and training was appropriate.

Investigated system problems and formulated solutions.

Prepared and wrote procedures and manuals, for Burroughs and IBM mainframe systems as well as administration, engineering and planning.

**Standard Personnel Records (SPR) Clerk**

**Jul 1978 to Dec 1980**

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**AeroSpace Technologies of Australia P/L**

Maintained employee leave records and employment histories.

Prepared payroll computer-input forms for salaries, allowances, overtime and penalties.

Prepared final payments for resignations, retirements and to deceased estates.

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# Technical Summary

## Software

### Word processing

Word for Windows (2.0/ 6.0/ 97/ 2000/ 2002)  
WordPerfect (4.2/ 5.0/ 5.1)

expert (1992-2002)  
expert (1988-1993)

### Online Help

HDK 3.2  
RoboHelp  
Doc-to-Help

expert (1994-1998)  
expert (1996-2000)  
proficient (1998)

### HTML

Various applications such as:

- Adobe Page Mill
- Allaire Home Site
- Entry/editing of HTML via Notepad/Wordpad/Word, etc
- HDK/Robohelp
- MS FrontPage
- Symantec Visual Page

expert (1996-2002)

### Graphics

CorelDRAW! 3.0/ 4.0/ 7.0/ 8.0  
CorelPAINT 3.0/ 4.0/ 7.0  
MS PowerPoint 3.0/ 4.0/ 7.0/ 97/ 2000  
Visio  
Micrografx (ABC) Flowcharter 3.0/ 4.0/ 7.0  
MicroGrafx Designer

expert (1993-2002)  
expert (1993-2002)  
expert (1992-2002)  
proficient (1998-2002)  
expert (1992-2002)  
proficient (1992-1997)

### Desktop Publishing

Framemaker 5.5 (PC)  
Pagemaker 6.5 (PC/Macintosh)  
MS Publisher (Microsoft)

proficient (1998-2002)  
proficient (1998)  
proficient (1996-2002)

### Spreadsheet

Microsoft Excel (3.0/ 4.0/ 7.0/ 97/ 2000)  
Lotus 1-2-3

proficient (1992-2001)  
expert (1984-1988)

### Mainframe

IBM JCL  
MSA Information Expert, GL etc

proficient (1984-1990)  
proficient (1987-1988)

## Networks

Various Netware, UNIX, Windows 95/98/NT/2000

(1984-2002)