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# Résumé

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## Contact

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## Summary

- Technical editor and writer with Microsoft and Amazon Web Services (AWS)
- Linux system administrator and web application developer
- Professor of English and Comparative Literature. (See academic *curriculum vitae* [[https://www.oneeyedman.net/?incsub\\_wiki=curriculum-vitae](https://www.oneeyedman.net/?incsub_wiki=curriculum-vitae)].)

## Education

- **1980:** B.A., English (German minor), University of Alabama
- **1982:** M.A., English, University of Washington
- **1985:** Ph.D., English, University of Washington
- **1988:** Post-doctoral study (German), Humboldt University, Berlin, German Democratic Republic

## Software Industry Work Experience

### Senior Technical Writer, Amazon Web Services (AWS) (2015-2021)

- Documented 36 feature launches (and counting) involving cryptographic cloud services, mainly AWS Certificate Manager (User Guide [<https://docs.aws.amazon.com/acm/latest/userguide/acm-overview.html>] | API Reference [<https://docs.aws.amazon.com/acm/latest/APIReference/Welcome.html>]) and AWS Certificate Manager Private Certificate Authority (User Guide [<https://docs.aws.amazon.com/acm-pca/latest/userguide/PcaWelcome.html>] | API Reference [<https://docs.aws.amazon.com/acm-pca/latest/APIReference/Welcome.html>])).

- Documented 71 feature launches involving cloud-based storage and virtualization, mainly Amazon Elastic Block Store (User Guide [<https://docs.aws.amazon.com/AWSEC2/latest/UserGuide/index.html>] | API Reference [<https://docs.aws.amazon.com/AWSEC2/latest/APIReference/index.html>]).
- Worked additionally on dozens of documentation launches and other tasks for AWS Application Discovery Service, AWS Cloud Hardware Security Module, AWS CloudFormation, Amazon Elastic Compute Cloud, AWS Cryptographic Services and Tools, AWS License Manager, AWS Server Migration Service, and AWS Signer.
- Worked closely with service engineering teams to meet customer needs and assure technical accuracy in user guides and API references.
- Mastered the Amazon toolchains for code management and XML-based publishing.

## Technical Writer, Programming Writer, & Editor, Microsoft (2008–2014)

### Technical Writing

- Assisted Dynamics AX integration team by writing, editing, and validating internal conceptual documents and tutorials for engineers building the cloud-based version of Dynamics AX.
- Wrote and maintained the 200-page *Microsoft Dynamics AX 2012 Upgrade Guide* [<http://www.microsoft.com/en-us/download/details.aspx?id=145991>] for IT pros and developers, most recently converting it from a feature-based to a scenario-based format.

### Technical Editing

- Supervised, trained, and supported an internationally distributed team of writers.
- Managed editorial relationships, including mentoring, with multiple writers at various skill levels.
- Developed and enforced product-specific style guides and publishing schedules, edited multiple writers for consistent voice, organization, accuracy, clarity, completeness.
- Reviewed user interface for functionality, usability, clarity, and style.

### Software Development

- Worked on integrated, interactive documentation of the Dynamics AX REST API using a C# implementation of the Swagger specification.
- Spec'ed and wrote demonstration code for the Dynamics AX search-engine optimization and business intelligence suite, Dynametrix, which aggregated data useful for improving content discoverability.

### Solutions Architecture

- Designed and drove the content team's transition from hardware test machines to a Hyper-V test infrastructure that added flexibility and saved money.
- Wrote the feature spec and drove implementation of the product-to-web hybrid help system for Dynamics AX.

## Technical Editor, Microsoft Press (2000–2007)

- Worked with teams of writers and project editors to verify accuracy and clarity of technical material in books intended for developer, IT pro, and end-user audiences.

- Publications:

Robinson, David W., tech. rev. *Microsoft Windows SharePoint Services 3.0 Inside Out* [[http://www.amazon.com/Microsoft-Windows-SharePoint-Services-Inside/dp/0735623236/ref=pd\\_bbs\\_sr\\_2/104-3485693-6899146?ie=UTF8&s=books&qid=1186327729&sr=1-2](http://www.amazon.com/Microsoft-Windows-SharePoint-Services-Inside/dp/0735623236/ref=pd_bbs_sr_2/104-3485693-6899146?ie=UTF8&s=books&qid=1186327729&sr=1-2)]. By Errin O'Connor. Microsoft Press, 2007. 672 pp.

Robinson, David, tech. rev. *Inside Microsoft Windows SharePoint Services 3.0* [[http://www.amazon.com/Microsoft-Windows-SharePoint-Services-Developer/dp/0735623201/ref=sr\\_1\\_1/104-3485693-6899146?ie=UTF8&s=books&qid=1186327416&sr=1-1](http://www.amazon.com/Microsoft-Windows-SharePoint-Services-Developer/dp/0735623201/ref=sr_1_1/104-3485693-6899146?ie=UTF8&s=books&qid=1186327416&sr=1-1)]. By Ted Pattison and Daniel Larson. Microsoft Press, 2007. 398 pp.

Robinson, David W., tech. ed. *Inside Microsoft Dynamics AX 4.0* [[http://www.amazon.com/Inside-Microsoft-Dynamics-AX-4-0/dp/0735622574/ref=pd\\_bbs\\_sr\\_1/104-3485693-6899146?ie=UTF8&s=books&qid=1186326391&sr=8-1](http://www.amazon.com/Inside-Microsoft-Dynamics-AX-4-0/dp/0735622574/ref=pd_bbs_sr_1/104-3485693-6899146?ie=UTF8&s=books&qid=1186326391&sr=8-1)]. By Arthur Greef et al. Microsoft Press, 2006. 544 pp.

Robinson, David, tech. ed. *Microsoft Outlook Version 2002 Plain & Simple* [[http://www.amazon.com/exec/obidos/ASIN/0735614520/qid=1011940615/sr=8-2/ref=sr\\_8\\_67\\_2/002-0020708-7248862](http://www.amazon.com/exec/obidos/ASIN/0735614520/qid=1011940615/sr=8-2/ref=sr_8_67_2/002-0020708-7248862)]. By Jim Boyce. Microsoft Press, 2001. 261 pp.

Robinson, David, tech. ed. *Server+ Certification Training Kit* [[http://www.amazon.com/exec/obidos/ASIN/0735612722/qid=1003636858/sr=8-1/ref=sr\\_8\\_7\\_1/104-8122707-3116726](http://www.amazon.com/exec/obidos/ASIN/0735612722/qid=1003636858/sr=8-1/ref=sr_8_7_1/104-8122707-3116726)]. By Robert Bogue. Microsoft Press, 2001. Includes CD-ROM. 481 pp.

## Miscellaneous

- IT Manager, Dept. of Literature and Philosophy, Georgia Southern University (2003–2007)
- IT Manager, Bulloch County Charter Conservatory for Arts and Technology (2002–2003)
- Web Application Developer, Georgia Southern University (2000–2008)

## Programming Languages

BASIC, Pascal, Javascript, PHP, SQL, C#, Python