Peter Henderson

Cold Spring, New York, 10516

845.231.2425

Summary

- Highly experienced technical writer, instructional designer, and knowledge manager
- Strong technical background, including software development and website management
- Able to explain complex technical topics clearly and accurately; focused on providing context and examples
- Excellent writing and presentation skills; skilled in organizing content to ensure users find the information they need with minimal effort
- Strong analytical skills; expert in use of spreadsheets and charts to analyze and visualize complex numerical data; skilled in creating diagrams and flowcharts to illustrate concepts and workflows
- Experienced in latest web-native, mobile-friendly documentation platforms, as well as traditional single-source approaches
- Proven ability to integrate with existing documentation methodologies, as well as take charge implementing new content delivery platforms and methods
- Skilled in conducting data-driven research and analysis, synthesizing findings, and writing reports

Technical Skills

Help center and CRM software	Expert in Salesforce, Zendesk, and MindTouch help center/knowledge base software; expert in RoboHelp and MadCap Flare for online help; experienced with CiviCRM
Web, wiki, and CMS platforms	Good knowledge of HTML, CSS, and JavaScript; good knowledge of WordPress and Confluence; experienced with Dreamweaver, Joomla, and SharePoint
Office software	Expert knowledge of Word, PowerPoint, Excel, Visio, Google Apps, Acrobat, and other office software
Programming skills	Good knowledge of Java and Android app development; familiarity with other languages and frameworks, including C#, Python, and Flask
Other	JIRA (project management, issue tracking); Camtasia (instructional videos); Agile development

Professional Experience

Jan 2005–present: Freelance Technical Writer & Instructional Design Consultant, Hudson Valley Documentation, NY

Provide technical documentation and software consulting services to client companies, including:

NYU Langone Medical Center	- Developed help and troubleshooting articles for various enterprise security, communications, and networking applications
	- Established and documented processes for more efficient creation and management of content in SharePoint knowledge base
	- Created detailed flow charts for functional design of new account and identity management software; worked on UI design and in-app help to enhance user experience and reduce the need for external product documentation
Amplify Education	- Developed product documentation, software prototypes, and technical support articles for Amplify's Android K-12 educational tablet and mobile device management (MDM) software
	- Planned, developed, and administered MindTouch knowledge base for product and support documentation; created and managed web content; used backend analytics to prioritize content development; implemented JIRA workflow for article management and project tracking; developed and managed content on internal Confluence wiki
	- Created detailed troubleshooting flowcharts, architecture diagrams, and other tools used by technical support; created online technical training modules and assessments
	- Trained Amplify employees in article writing and knowledge base management
	- Won "Hack Week" prize for developing Android classroom management app demonstrating new product features; developed prototypes for new product design initiatives used in usability testing

Datacap (an IBM company)	✦ Developed comprehensive application development training guide used extensively by IBM Enterprise Content Management implementation specialists worldwide ✦ Developed multiple API reference guides and other SDK documents for Datacap's extensible document capture platform, including C# code samples
KPMG	✦ Developed PDF and ePub guides for corporate audit application used by auditors worldwide; developed detailed workflow dependency documentation for business analysts and QA ✦ Created multi-layered Visio diagrams describing KPMG's global audit platform architecture
Ricoh Americas	✦ Designed and developed user and administrator quick reference guides for Ricoh's new copier-based scanning and document distribution application
New York Magazine	✦ Created functional specification for existing MenuPages.com website, including database architecture, client interface, and management interface, through analysis of VB codebase
Sloan Kettering	✦ Developed context-sensitive help with embedded instructional videos for PeopleSoft HR application

Aug 1993–Dec 2004: Freelance Technical Writer & Instructional Design Consultant, Seacoast Documentation, NH

Provided technical writing and instructional design services to client companies, including eCopy, Empirix, Liberty Mutual, Softbridge, Iris Graphics, Cadence Design Systems, and Thomson First Call

Oct 1992–July 1993: Computing Systems Support Consultant, Massachusetts Institute of Technology

Provided technical troubleshooting for PCs and LANs; trained and supervised student help desk personnel

Aug 1990–June 1992: Computer Department Head, Casablanca American School, Morocco

Taught all grade 7-12 computer classes, including IB Computer Science; managed school network

---

Recent Volunteer Experience

Haldane School District Board of Education: Trustee for 4 years, including 2 years as vice president; chaired audit committee; board representative on district contract negotiations team; served on hiring committee for district superintendent; created detailed financial models for budget development and contract negotiations; initiated, researched, and provided oversight for 280 kW rooftop solar PV power purchase agreement

Village of Cold Spring Comprehensive Plan: Conducted detailed study of the village's drinking water, sewer, and storm water infrastructure; researched federal, state, and local laws; interviewed key personnel; set up site visits with state and local officials; researched grant funding for watershed protection/rehabilitation; authored report of findings

Haldane School District Heating Committee: Researched feasibility of geothermal heat pump and other technologies; constructed detailed financial model for lifecycle cost analysis; helped establish fundraising group that raised $15K for detailed engineering study; involved in selection of vendor for $2 million energy performance contract resulting in 43% reduction in energy use campus wide

---

Education

Graduate degree	M.S. Computer Engineering, Northeastern University
Undergraduate degree	B.S. Electronic and Electrical Engineering, University of Edinburgh