

# David Carle Artman

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Architecture • Taxonomy • Design • Writing • Graphics • Editing • Markup • Production

## Qualifications

Tools	Experience	Companies	Skills
<b>Structured Authoring</b>			
DITA/XML, oXygen Editor, Arbortext Editor, FrameMaker, XMetal	8 years	Allscripts, Parata Systems, IBM, Cisco Systems	Production architecture; tool selection and customization; formatting style guide development; authoring; code review; publishing.
<b>Desktop Publishing</b>			
InDesign, FrameMaker, Acrobat, WebWorks, RoboHelp, Office, TELEforms, BookMaster	21 years	Allscripts, Railinc, InfoPros, Parata Systems, IBM, ABB, GlaxoSmithKline, BuildNet, Interactive Magic, CALGB at Duke University	Production architecture; formatting and authoring style guide development; template design; authoring and editing; PDF books; PDF Forms; web forms; context-sensitive help and online help
<b>Photography and Graphics</b>			
Photoshop, Illustrator, Visio, Solidworks and other CAD software	21 years	Allscripts, Parata Systems, IBM, ABB, GlaxoSmithKline, BuildNet, Interactive Magic	Software screen captures; hardware photography; network diagrams; process flowcharts; hardware illustrations; CAD-based illustrations
<b>Web Development</b>			
SharePoint, WordPress, SemanticMediaWiki, Dreamweaver, Flash, Access, HTML, CSS	8 years	Allscripts, Parata Systems, Cisco Systems, James Joyce, Alivia's, Casbah Durham, ABB, Interactive Magic	WYSIWYG pixel-precise design; CMS- and template-driven design and authoring; HTML coding; JavaScript and CSS customization
<b>Development Project Management</b>			
AtTask, Team Foundation Server, SharePoint, Excel, Lotus 123, Quick Books Pro, Documentum	11 years	Allscripts, Parata Systems, IBM, Tarheel Framing, <i>Urban Hiker</i> Magazine, Blue Cross Blue Shield, GlaxoSmithKline	Deliverable planning; team collaboration; editorial calendar scheduling; inventory management and invoicing
<b>Network, Desktop, and Peripheral Technical Support</b>			
Windows 3.0 – Windows 10, Macintosh OS 8 – OS X, Ubuntu and Debian Linux, SQL	4 years	Parata Systems (continuing education), Durham School of the Arts, Tarheel Framing, david artman designs, Cisco Systems	Desktop operating system and peripheral configuration; driver installation and configuration; on-site and telephone end-user support; application and control panel configuration

**Employment**

<b>Dates</b>	<b>Title</b>	<b>Company</b>	<b>Focus</b>
Present – February 2017	Technical Writer	Allscripts	PDF and CHM manuals; release notes. Style guide and process improvements.
December 2016 – August 1999 (non-contiguous)	Technical Writer, Print and Web Designer, Trainer	david artman designs	Advertisements, business publications, software documentation web interface elements, and commercial site design. Installation and integration of PC-based sales, accounting, invoicing, and administration software. Software use and production process training.
June 2016 – February 2012	Senior Technical Writer	Parata Systems	Thought leader for planning and production tools and processes. PDF and print books, PDF Forms, support manuals, and application help for pharmacy automation and software at independents, chains, institutions, and DoD bases.
February 2011 – February 2006	Information Developer	IBM	PDF books and help systems for retail point-of-service servers, clients, hardware, communications devices, and peripherals.
October 2005 – May 2005; November 2004 – November 2003	Technical Editor	Cisco Systems	Online knowledge base articles and diagrams for custom network hardware diagnostics and configuration.
April 2005 – February 2005	Production Specialist	ABB	Context-sensitive compiled (CHM) and JavaScript-driven HTML Help.
June 2003 – February 2003	Technical Support Specialist and Tutor	Durham School of the Arts	iMac and a PC lab support. Application, hardware, and desktop publishing support. Teaching classes and tutoring.
April 2002 – February 2002	Forms Developer	CALGB at Duke University	Active PDF Forms and printed forms design and development. Production and style standards.
April 2001 – August 2000	Technical Writer	GlaxoSmithKline	User documentation templating, editing, diagramming, and production. Process and source-control development.
July 2000 – January 2000	Production Specialist	BuildNet	Extensive PDF user documentation in print and HTML Help deliverables. Style guide development.
August 1999 – October 1998	Technical Writer	IBM	Maintenance manual authoring and publication. Text and art asset database maintenance.
July 1998 – February 1997	Customer Support Technician and Technical Writer	Interactive Magic	Full-line game product support. Bug database design and maintenance. PDF book and help system authoring and editing; creative copy writing.

## Credits

Date	Credit	Publisher	Publication
2006	Editing	Blue Devil Games	<i>Passages</i>
2006	Editing and Layout	Inciteful Entertainment	<i>Perfect</i>
1999	Creative Writer	Interactive Magic	<i>Malkari</i>
1998	Manual Creation	Interactive Magic	<i>Industry Giant</i>
1998	In-Game Text	Interactive Magic	<i>War, Inc.</i>
1998	Editing Assistant	Interactive Magic	<i>Vangers</i>
1998	Editing Assistant	Interactive Magic	<i>Great Battles of Caesar</i>
1998	Technical Editing	Interactive Magic	<i>Semper Fi</i>
1998	Presenter	Tufts University New England Undergraduate Philosophical Conference	<i>Degrees of Being: A Linguistic Framework</i>

## Education

Dates	Curriculum	Organization	Qualification
2015 – 2012	Professional Development	TM Solutions	Collaboration, consensus building, leadership, emotional maturity
2014	Content Strategy	CMS/DITA	Content architecture, content reuse, template and tools customization, specialization, personalization, dynamic and live documentation
2013	Content Strategy	Intelligent Content Conference	Content reuse, conditionalization, transclusion, customization, and localization
2010	Agile Development	IBM	Epic and user story authoring and task management using IBM Rational
2002	TELEforms 101+	Cardiff	Form design and data submission
2000	Advanced FrameMaker with WebWorks Professional	Scriptorium	Online and compiled HTML Help (CHM) template design and publishing
1993 – 1991	English and Philosophy	UNC Greensboro	Graduated cum laude Bachelor of Arts, English Bachelor of Arts, Philosophy
1991 – 1990	English and Philosophy	University of Hull (UK)	Continuing education
1990 – 1989	English and Philosophy	NCSU	Continuing education
1988 – 1989	Computer Science	NCSU	Continuing education