

Technical Skills Summary - - - Robert J Nagle

1. **UNIX/LINUX**
2. **XML/XSL**
3. **INSTRUCTIONAL SYSTEM DESIGN**
4. **ONLINE DOCUMENTATION**
5. **WEB DESIGN**
6. **HARDWARE**
7. **USABILITY**
8. **NETWORKING**
9. **DATABASES & CONTENT MANAGEMENT**
10. **OBJECT-ORIENTED PROGRAMMING**

1. **UNIX/LINUX:** Recently I passed the Linux LPI Level One certification. Over the last two years I've taken two classes in UNIX system administration and attended Linux user group meetings. I supported a production apache server at Dell and recently set up two top level domains on my home web server. I've had experience setting up dual boot environments, building from source, troubleshooting configurations, working with CVS and SSH, setting up logs, cronjobs, Samba and NFS services, using open source php scripts with a MySQL database, managing partitions and using emacs. I'm a self-learner and feel quite comfortable finding technical answers via newsgroups.
2. **XML/XSL:** In addition to attending several seminars and participating in mailing lists, my next project is to develop a solution for storing documents in xml format using a hierarchical XML database. While I might need a few months to become an advanced XSL coder, I understand the basic syntax of everything (including xlink and xslt) and have a high-level understanding of SAX/DOM, parsers and open-source servers. My preferred coding tool is Emacs PSGML but I've also played with Morphon XML Editor.
3. **INSTRUCTIONAL SYSTEM DESIGN:** I have taught four years at the university level and have published several articles on pedagogical subjects at my www.idiotprogrammer.com website. Last year I completed two graduate courses on Instructional System Design at the University of Texas and delivered distance learning to an overseas audience for one of my projects at Dell. I have written training plans, needs assessments, performance objectives and assessment instruments. In Ukraine, I traveled around the country to give multimedia seminars on topics related to business, American culture and pedagogy.
4. **ONLINE DOCUMENTATION:** I have a master's degree in writing from Johns Hopkins University. In addition to numerous personal writing projects, I have written user guides, faq's, installation how-to's and online tutorials while at Dell Computers. For one of my Dell projects, I created an online document repository for a software group, standardized the look and feel of document templates, converted documents and organized information for ease of use. For several projects, I wrote a detailed online graphical tutorial using graphics from Photoshop and Visio. I've also completed the "Adobe Framemaker Classroom in a Book" and have an intermediate competence on Framemaker 5.5. With MS Word and StarOffice, I've created customized styles and

TOC's. I have experience with document conversions, backup and versioning.

5. **WEB DESIGN:** I've created hundreds of static HTML pages with CSS stylesheets and several dynamic pages using server-side scripts. Although my background in graphics is not substantial, I've created and modified graphics and image maps using Adobe Photoshop and Visio. I've used version control software such as Visual Source Safe and CVS. I have experience setting up and running the Apache web server and have substantial experience in usability (see #7 USABILITY below). In addition, I've set up two domains on my web server at home and plan to deploy a content management system soon.
6. **HARDWARE:** I have an A+ PC Technician certification and experience building two Athlon-based PC's from scratch. I've done troubleshooting and repair work for countless others. Working at Dell involved understanding manufacturing specs, drivers, firmware and the QA process.
7. **USABILITY:** I worked as usability lead for three software projects at Dell. I conducted usability surveys, wrote use cases and modeled user behavior. On two projects I worked with a developer on GUI design and offered constructive feedback throughout the development cycle. Although all three projects related specifically to manufacturing, many of the tasks and design principles relate to most kinds of software applications. In Fall, 2000, I attended a weeklong Usability Interface Engineering conference in Boston and Edward Tufte's "Presenting Data and Information" in 2002. I've submitted several usability bug reports for open source projects (Mozilla and OpenOffice).
8. **NETWORKING:** In addition to passing a Network + Certification exam (see <http://www.comptia.org/certification/networkplus/objectives.htm>), I have experience configuring a hardware router, setting up web domains, configuring file sharing with Samba and troubleshooting TCP/IP problems. While at Dell, I did technical writing on a software project related to WAN networking. This project made me aware of important terminology and concepts related to network management. During the Summer of 2002 I will be studying for exams to become a CIW Master Administrator (<http://www.ciwcertified.com/certifications/mcasa.asp?comm=home&llm=3>)
9. **DATABASES AND CONTENT MANAGEMENT:** In addition to two short courses on database design, I designed a MS Access database for a small medical office, deployed MySQL as a backend for several small php projects and did troubleshooting for several commercial database applications. I wrote documentation for two projects involving database backends (MS SQL Server) and wrote troubleshooting documents. I feel comfortable writing SQL queries and using myphpadmin to interact with mysql. I recently deployed Postnuke, a database-backed PHP-based content management system. I also plan to deploy two other CMS's very soon: Zope Content Framework and Movable Type.
10. **OBJECT-ORIENTED PROGRAMMING:** I am not an OO programmer. I am a writer!!! But I have some knowledge about OO; I took a semester long course on C++ and read a book on Java and UML. My biggest project at Dell involved documenting a modular java-based network software system, so I became familiar with terminology and core concepts of Java.