

Robert Nagle

12777 Ashford Point Drive #1417

Houston, TX 77082

713-893-3424

robertdotnagle@fastmailbox.net

Summary: **Writer/Educator with a background in technical writing, instructional design, software development and international training.**

Specialties/Keywords

Linux/Unix, information design, content management, instructional design, XML, weblogs, DocBook, Plone, course development, international education, PC hardware, digital signal processors, copyright, software training, Robohelp, Wordpress, video production, English for Special Purposes, TEFL, Python, ebook production, academic publishing, single-source documentation methodologies, Adobe Captivate.

Technical Writing Portfolio

www.robertnagle.info

Recent Jobs/Contracts/Projects

Technical Writer, Enfold Systems

<http://www.enfoldsystems.com/>

Wrote product documentation for Windows sysadmins and users about an open source content management system (Plone). These docs are on the company's website and used by support staff to resolve trouble tickets. Filed bugs and provided usability input to developers. (2007-2009)

Associate Editor & System Administrator, TeleRead Ebook Technology News (Unpaid)

www.teleread.org

In addition to writing articles twice a week, I managed the technical side (database, upgrades, backups, etc.) and helped plan editorial direction. This site used an open source content management system (Wordpress). (2005-8)

Contract Technical Writer, University of Houston

<http://www.swtc.uh.edu/>

Produced website content for an organization doing research and training about law enforcement technologies and public safety (Southwest Public Safety Training Center). I produced content using the Plone content management system. Wrote news/project descriptions & press releases. (12/2006-4/2007)

Technical Writer, Texas Instruments

Wrote documentation for Code Composer Studio IDE (software to help programmers write applications for digital signal processors). Used Robohelp for generating Winhelp files, Quicksilver CMS for generating PDF's and XMETAL for an in-house XML-based CMS. Also, managed checkins/checkouts of department's document deliverables using ClearCase version control server. (8/2002-2/2006)

Technical Writer, Dell Computers

Wrote documentation & training modules for a secure online image transfer web application. Dell factories used this tool to transfer gigantic image files between factories. Gathered user requirements & did usability testing for various software tools. Wrote online tutorial about the OS installation/configuration component of the manufacturing process. (2/2000-6/2001)

Other Work Experience

- Editorial Assistant, Department of Technical Publications, M.D. Anderson Cancer Center (Houston), 1999.
- University Instructor & Trainer, Open Society Institute, Ukraine 1997-8
- Peace Corps Volunteer, University English Instructor (Albania) 1995-1997

Instructional Materials Preparation

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|----------------------------|--|
| ENGLISH
1995-8 | <ul style="list-style-type: none">• Compiled booklet of song-based conversation/grammar lessons based on American pop songs• Wrote 30 page "white paper" for academic department that analyzed the school's foreign language curriculum and proposed how to reorganize it• Prepared class handouts on various topics (many of which were distributed to teachers at workshops I organized) |
| BUSINESS
1996-8 | <ul style="list-style-type: none">• Prepared role-playing games and learning simulations for business students• Selected and prepared an anthology of business articles for foreign language undergraduates |
| TECHNOLOGY
2000-1, 2007 | <ul style="list-style-type: none">• Wrote 2 step-by-step tutorials for Plone.org about creating content and managing Plone websites on Windows Server 2003 & Windows Server 2008.• Prepared 10 web screencasts on various topics with Adobe Captivate• Wrote online web tutorial for Dell manufacturing group about the OS installation/configuration process• Wrote course material for training of Dell factory engineers |

Workshops, Presentations & Classes Given

- Optimizing for Reading: The Art (and Science) of Presenting Content. Barcamp Houston Technology Group, Houston (8/2007)
- Ebooks, Textbooks and Digital Storytelling, Greater Houston Education Collaboration (UH) (5/2007)
- Ebooks, Collaboration Tools and the Commercialization of Web Publishing, Emerson Graduate School of Publishing, Boston, MA. (4/2007).
- Overseas Classes: Business English, American Literature/History/Film, Composition (1995-8)
- Overseas Seminars: Applying to Grad School, Job Interviewing, Teaching Methodologies (1995-8)

Education/Training

Trinity University B.A. (English)
Johns Hopkins University M.A. (Writing)
UT Austin 2 graduate classes (Instructional Technology)
Numerous technical workshops & conferences

Testimonials (from my linkedin professional profile)

<http://www.linkedin.com/in/robertnagle>

“Robert took a disjointed set of documentation and refined it into a quality work. His work on our documentation has significantly reduced customer questions. Customers can now find the answers to their questions easily and reliably. Robert worked on two tutorials which were submitted to the Plone CMS community website and later published on its website. Robert worked well negotiating political and editorial differences with the Plone online community to ensure our changes in documentation was incorporated in a timely manner. Robert works well with both technical and business teams alike without losing sight of the intended audience of the work.”

March 23, 2009

Alan Runyan, President, Enfold Systems

“Robert contributed documentation to one of the projects I managed. I found him to be extremely reliable. In those cases where communication gaps existed, Robert was proactive in identifying them and co-operative in closing them. His work was always delivered on time, and he was excellent at keeping me apprised of his progress. I was sad to see him go!” September 8, 2006

Dana Smith, Project Manager, Texas Instruments

“I run TeleRead.org, a noncommercial Web site promoting digital books and the concept of well-stocked national digital libraries, and Robert provides hosting and system management services. He has been more than up to major challenges, such as updates of WordPress, while alerting us as to potential security threats”

Top qualities: Great Results, Expert, High Integrity

David Rothman, Editor-in-Chief

“Robert and I are both longtime bloggers and do freelance writing for www.teleread.org, a site about e-book technologies. Robert is knowledgeable about web technologies and information management, a trend-watcher and adept at explaining technical terms to the end user. We soon plan to collaborate on a multimedia web project.” September 10, 2006

Sadi Ranson-Polizzotti, Writer