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Senior technical writer - instructor

Work experience

2021 Technical writer for Ivalua

Work 100% from home during and after containment for this **e-procurement software editor**. Documentation migration from Word to Paligo (based on DocX), to produce an HTML help portal targeted at several types of users, administrators, and configurators.

Sept. 2020 Zoom event coordinator – What 2020

Designed and coordinated a virtual professional event : www.tinyurl.com/what2020

2019-2020 Technical writer for French society CS GROUP (formerly Diginext)

In the field of **military simulation/stimulation software**, set up a glossary of terms, 3 customer feedback channels, tested documentation internally with experts, started including training videos in the Madcap Flare (GIT for version control) generated html user guides, and suggested several levels of user documentation. Also set up an Intranet to share unwritten processes, product information, and tools.

2018-2019 Technical writer and technical editor for French society Takoma

Wrote in English Openhydro turbine operating manual for the Canadian **operator**.

Updated **industrial electrical engines** drives catalogs for Schneider electric.

Edited French translations delivered by UK-based subcontractor WeLocalize on behalf of 2 non-French speaking technical writers in India and 1 in France, plus my own catalogs. All translators were using a translation memory.

2011-2018 English instructor/teacher, technical writing teacher, technical translation teacher, technical translator – freelance

Delivered technical writing workshop at Montpellier University (M1 and M2).

Designed and delivered preparatory course (125 hours) for students at Cours de France (Marseilles) to ENSM (Marseilles) entry contest, 2016 to 2018.

Taught English to sales students (1st year) at Université Saint Jérôme, Marseilles.

Taught English to Sciences Po students (2nd year) in Aix-en-Provence.

Taught English to MIAGE students (IT and management) at Aix-en-Provence University.

Delivered technical translation Master classes (M1 and M2) at Aix-en-Provence University (France) from 2015 to 2018.

Designed and delivered English training to Stade vélodrome fire wardens for Euro 2016, and to further 4 groups of security and fire wardens from 2015 to 2018.

Numerous technical writing conferences and workshops at Clermont-Ferrand University and Montpellier University (France).

Freelance technical English coach for adults.

2008-2012, English/French translations for AfDB (Senegal), Narcotics Anonymous (USA), and ICE (France, electrical power protections).

In 2011-2012, German/French translations for Lennon.de (Münster, Germany).

2009-2010 English teacher

Designed teaching material in the form of Microsoft PowerPoint presentations, flash cards, and printed material, using 400 videos as learning material as well as setting up workshops to practice English in the classroom. Worked as an alternate teacher in 5 schools, 4 high-schools, and 1 vocational school in Marseilles.

2008-2009 Training, documentation, and after sale coordinator – JALIS web agency, Marseilles

Designed and set up of the first Internet technologies training for the sales force. Rewrote the user manual for the Jalis turnkey solution. Also submitted a reorganisation plan for hotline calls processing.

2007-2008 Webmaster – Publicité par l'image, Aubagne

Designed Internet site with an OSCommerce shop, plus intranet with logos, clients, suppliers and printers database. Created products database (800 articles). Processed numerous mass mailings and emails/phone orders.

2002-2007 Web designer – freelance

In Roquevaire (Marseilles area) designed and produced websites, intranets (in particular for INSERM scientific research laboratory in Luminy), and HTML newsletters distributed via email.

2000-2002 Webmaster – Gemplus, Gémenos

Managed projects involving similar departments (HRD) in several countries or separate departments in Gemplus (Intranet consultation stations for production staff), enhanced contents of and maintained the main website.

Organised an internal congress for Web contributors (2-day event with 150 attendees).

Designed and maintained a **form** enabling visitors to ask questions and route them to the appropriate contact among the 50 employees of Gemplus who were members of the network.

Validated and implemented new **style sheets** prior to stock market listing.

Compiled **statistics** using **WebTrends**.

Tools: trained in the use of FrontPage 2000, DreamWeaver 4, FireWorks 4, Photoshop, Cute FTP, Flash 4

6 training courses with iB Formation: Web servers, IIS, PHP MySQL, Java Script, LINUX, Oracle SQL+

- 1999-2000 Technical communication manager – Gemplus Software, Gémenos**
- Implemented methods, HTML documentation using Word 2000, marketing documents, training materials, Intranet, documentary tests, documentation management, recruited technical writers.
- 1998 Technical communication manager – Alcatel, Lannion**
- Supervised a team of ten writers, two terminologists and a proofreader for Alcatel in Lannion, Brittany.
- 1991-1998 Technical communication consultant, Paris**
- Designed, wrote or translated around a hundred manuals for fifty different customers including Spie Batignolles, Spie-Trindel, DEC, Macintosh, Alcatel, Sun, Yamaha, WordPerfect, SAT, Motorola, AFNOR, Lyonnaise des Eaux, Degrémont, Roche, OTT-France, SNECMA, OCDE, IBM, Sybase, etc.
Wrote, translated, and managed projects for customers including WordPerfect (team of 7 freelance translators) and Spie Batignolles.
- 1990-1991 Three internships – DEC, and IBM, Paris**
- One 3 month internship as a translator at Digital Equipment Corporation (DEC, Evry, France), testing their computer aided translation system, and another 3 month internship writing the user guide for this system.
- One 1 month terminology internship at IBM, Paris area.
- 1986 Sales assistant**
- Sold spare parts and managed stock for Foster France, manufacturer of industrial refrigeration equipment in Argenteuil (Paris area).
- 1985-1986 French teacher**
- Taught French one-to-one to about 30 leading business executives with a strong focus on their technical field at Stillitron, London.
- 1985 Industrial market surveys**
- Phoned for Metra Consulting Group, and Sema in London, mainly in the field of computers (main frames and mini-computers, but also on paper, film lamination, etc.).
- 1978-1984 Ballet dancer**
- Full time classical ballet dancer at Giessen, Mainz, and Kiel Opera houses in Germany.
- First part-time contracts in France in Toulouse, Tours, and Caën.

Education & Training

- 2016 TOEIC trainer 2 day Propell workshop (31 March, 1st April 2016)**
- 2010-2011 Master 2 MEEF (training and degree as a teacher and trainer for English) at Aix-en-Provence University.**

- 1988-1991** **DESS** postgraduate diploma in technical translation (French, German, English) at ESIT (Ecole Supérieure d'Interprètes et de Traducteurs) in Paris.
- 1986-1988** **Further study:** University diploma in applied foreign languages at Nanterre University (by correspondence), Paris area.
- 1984** **Cambridge Proficiency**, London.
- 1984** **Grosses Deutsches Sprachdiplom** des Goethe Instituts, Hambourg.
- 1978-1980** **Hypokhâgne** (Lycée Voltaire), then History of Art (Paris VI), followed by Archeology (EHESS, Ecoles des Hautes Etudes en Sciences Sociales).
- 1977** **Baccalaureate, section D** (maths and sciences).

Other technical communication activities

1994-2018 **Teaching**

One day evangelisation workshop on technical communication for translation teachers at Montpellier University (2018-2019)

Two day workshop on technical communication with Montpellier University (2018-2019)

Five day workshop on technical communication with Clermont-Ferrand University (2015-2016)

Three day workshop on technical communication with Clermont-Ferrand University (2013-2015)

One day workshop on technical communication with Clermont-Ferrand University (2012-2013)

One day workshop and conference on technical communication with Clermont-Ferrand University (2011-2012).

Videoconference on technical communication with Clermont-Ferrand University (2010-2011).

Taught technical communication at Paris 8 University (1994-1996) and corrected French students' exercises at the American University in Paris (1995-1996).

Lectures on technical communication at Rennes 2 University (3 years) and at the Paris Chamber of Commerce & Industry (CPSS Trudaine, 2 years).

1997-2020 **Organization of international events**

WHAT 2020 learning days (September 2020 via Zoom)

TC Europe Colloquium (April 2014 in Aix-en-Provence)

COMTEC'2013 (May 2013 in Paris).

COMTEC'02 (October 19th, 2002 in Paris) with Advancia (CCIP).

COMTEC'99 with Rennes 2 University: 60 participants.

COMTEC'98, with the Paris Chamber of Commerce & Industry: 120 attendees.

COMTEC'97, October 10 & 11, 1997 at the Abbaye de Royaumont: 84 attendees from 12 countries.

1992-2020 Other work on technical communication

President of TCeurope in 2013, for a 3 years term: <http://www.tceurope.org/>

New commitment in the Board of Conseil des Rédacteurs Techniques (CRT) in 2012, in order to:

- setup webinars,
- organise a conference in 2013,
- make extensive use of Internet technologies for communication,
- and eventually, to give a new momentum to the society.

Opening speech and moderation of a TC-Europe technical communication day in Paris.

Public relations secretary for INTECOM (international federation of technical communication organizations, 27,000 members).

Founding Chairman of CRT (1992), current Treasurer: <http://www.conseil-des-redacteurs-techniques.fr/>

Speaker at numerous international conferences :
<http://www.jean-paul.bardez.com/recherche/>