

Jeffrey E. Levinger

- Principal writer and publications manager, MIT graduate; over 15 years producing highest quality results.
- Responsible for creating professional documentation for diverse audiences, 100 – 3500 pages per project, written personally or by personally chosen, trained, and supervised teams of up to 10 contract professionals, consistently outperforming expectations.
- Expert at interviewing engineers and other technical information sources.
- Expert in designing, writing, and editing books, manuals, guides, data sheets, and other technical documents on computer products, services, languages, telecommunications, and operating systems.
- Expert in creating/documenting processes, procedures, and services (support, installation, troubleshooting, etc.)

TECHNOLOGIES FrameMaker, Word, Visio, Dreamweaver, Wiki, RoboHelp, PowerPoint, Excel, UNIX, database/SQL ...

9/07-Present	Principal Writer, SQLstream: Guides: Concepts, Installation, Getting Started, Language/System Reference, Administration, Enterprise/Interface, Developer + Glossary: creation, production, 1.0 - 2.0	(Solo+team: >600 pp + website)
5/06-8/07	Documentation Manager and Principal Writer, Google, Hardware Operations: author documents and guide writers, contractors, & technicians in creating documents, manage doc process & the KB re global technology documents	(Solo: >400 documents, including any guidelines, templates, & processes)
12/05-4/06	Publications Manager, Thrasys, hospital information systems & XML message-based development system, rapid-development products, fast-changing contexts, tools, & interfaces	(Solo: 2 Beta manuals, specs, & programmer/administrator books)
4/05-7/05	Publications Manager, Identity Engines, network security hardware appliance with extensive software administrative interface with major weekly revisions	(Solo: 1 Beta manual, specs, & programmer/administrator books)
2001-2/2005	Principal Writer, Oracle Corporation: Database Security, Label Security, Certificate Authority, Security Overview, Identity Management	(Solo: 5 books, many versions, 1800 pages in each release)
1998-2001	Publications Manager, Content Group and Ten Square (Startups) -- For these 2 content management & content network distribution companies, I created 5 manuals, 4 help systems, 4 processes, and 1 300-page business plan.	

Before 1998	Original Books (partial list)	(Solo or Team <u>Est.</u> Pages)
Ashton-Tate	Full programming language reference, tutorial, glossary, encyclopedia	(Solo: 212 pages)
Memorex	23 DOS guides for varying PC-clone configurations; text, art, typeset	(Team of 10: 3500 pages)
Fujitsu	ISDN Telephone/Dataset Manuals, voice and data; text, art, typeset	(Team of 4: 175 pages)
Intel	Manuals on operating systems, PL/M language, Macro Assembly language, Digital Signal Processing simulator/assembler/compiler, 80286 chip, etc.	(Solo: 2500 pages, but w/Intel art & production)
Mapinfo	Tutorial on using Mapinfo's GIS (Also Strategic Mapping's Atlas GIS)	(Team of 2: 280 pages)
Microbar	Full manual for add-in board: jumpers, EPROM programs, subassemblies	(Team of 3: 130 pages)
Oracle	Oracle Installer, Network Manager, SQL*Net, TCP/IP Installation & User Guides	(Solo: 1250 pages)
Prentice-Hall	Introduction to iAPX286 Concepts and Architecture	(Solo: 450 pages)
VisiCorp	Reference/Tutorial on VisiTerm (data communications)	(Solo: 150 pages)

	Help Systems (partial list)	(Solo or Team <u>Est.</u> Screens)
Oracle	Hitchhiker's Guide to the Oracle Installer ... and ... Oracle Power Objects	(Solo: 240/640 screens)
Schwab	Broker Information System Screens (all standard forms, all fields)	(Team of 4: 1200 screens)
Eventus	"Control" System Help (website content management)	(Solo: 900 screens)
SBT	SQL/Financials Help System (accounting package)	(Team of 2: 350 screens)
Thomson Financial	Alert 3.0 Help System (investment-transaction tracking/matching system)	(Solo: 600 screens)
Content Group	OMF Datablade Specification (time-based media content management system)	(Solo: 40 screens)

	Project and Publications Management (partial list)	
General Electric	All manuals re Nuclear Plant Construction Management	(Team of 6: 425 pages)
Telco Systems	Network Management System Manual & Components Manuals	(Team of 2: 250 pages)
Claris	FileMaker Pro, Claris CAD, SQL interface (contract writers, editors, in-house art/layout)	(Team of 6: 550 pages)

Education

M. I. T	B.S. in Mathematics, with minors in Computer Science and Social Psychology
Harvard	Graduate courses in philosophy & teaching (toward Master of Arts in Teaching)
State of California	Lifetime California Teaching Certificate, Jr. College
ICCP & ASM	Certificate in Data Processing (CDP) & Certified System Professional (CSP)