Andrew Gent

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Objective

Position in knowledge management or information architecture.

Summary

Solid background in both the field of information design (technical writing, communication, training, usability, information architecture, and knowledge management) and software design (software engineering, programming languages, project management, user interface design, web design, and rich internet applications). Most recently, responsible for the design and implementation of innovative web 2.0 intranet applications within a large multinational corporation.

Work History

2009-present **Information Architect, VoltDB, Inc.**
As the first technical writer for the startup, designed and wrote all of the documentation (six books) for the VoltDB database product, including developing XSL stylesheets to compliment the company branding. Planned a complete training program, VoltDB University, consisting of 10 modules and tests, plus an custom learning management environment based on Moodle. As information architect, participated in all interface design work, including programming interfaces, command lines, and graphical monitoring systems.

2002-2008 **Lead Knowledge Architect, Hewlett-Packard**
As lead knowledge architect of the Consulting & Integration (C&I) organization, defined and led the implementation of a complete collaboration strategy, including intranet presence, team collaboration support, and communities of practice for 12,000 people. Designed the logical architecture of HP's SharePoint infrastructure as well as selecting and customizing a third party product for internal forums. Continued to drive the technical aspects of collaboration within C&I as well as for the company overall, including designing and developing social computing applications for social networking, rating and tagging web sites, and a searchable project directory for locating expertise and materials based on previous work (built on top of SharePoint).

1998-2002 **Information Architect, Compaq Computer Corporation**
As technical director of the documentation, training, and usability group for Compaq, led the tools and platform strategy for the organization. Led internal consulting projects to define knowledge and web strategies for other corporate organizations including Consulting Services, Base Systems, Marketing, and Sales.

1993-1998 **Senior Consulting Writer, Digital Equipment Corporation**
As only the third Senior Consulting Writer in the company, I led a number of corporate level documentation and communication efforts. I was the editor of the corporate software strategy for three years running. I helped lead the design of online help systems for both DecWindows and Motif. I was responsible for the documentation strategy for the Network Application Services (NAS) product set – a unique collection of 14 products delivered on 7 separate operating systems. An integrated documentation set was delivered for all platforms in under 6 months utilizing a team of only 3 writers.

1982-1993   **Technical Writer – Consulting Writer, Digital Equipment Corporation**
Wrote more than 30 manuals for a variety of software products ranging from programming languages and database products to operating systems and transaction processing. Wrote several books on using multiple products together, including the award winning *Introduction to Application Development*. Also acted as a key technical resource for the writing community, developing converters and other tools to automate the publishing process within Digital, including SIXTOPS and SDMLHELP.

Education

B.A. in Mathematics, Oberlin College, 1977
B.A. in English, Oberlin College, 1977
M.A. in English, University of New Hampshire, 1981

Areas of Expertise

Languages: Basic, C, C++, C#, COBOL, Java, Javascript, PHP, Python
Protocols: AJAX, DHTML, DOM, HTML, LDAP, PostScript, RSS, SQL, Web Services, XML, XSL
Software: .NET, NetBeans, SharePoint, MySQL, SQL Server, Microsoft Office, OpenOffice, FreeHand, Illustrator, PhotoShop, Flash, DocBook, Drupal

Awards

1984   STC (Boston chapter) Award of Achievement for the BASIC documentation set
1984   STC (International) Award of Distinction for *BASIC for Beginners*
1987   STC (Boston chapter) Award of Excellence for *Introduction to Application Development*