

David Rapport, Technical & Business Writing Services

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Technical Writing Experience

1999–Present **Freelance Technical Writer**

Projects include:

- Administrator's guide for **Internet telephony** management server, including extensive explanatory and background information
- User's guide and **demo** for software that optimizes **cellular networks** (CDMA, UMTS)
- User's guide for calibrating **RF propagation** models
- Operator's guide and on-line help for software that controls a film show integrated with moving **hydraulic chairs** (installed in Epcot Center)
- User's guide for product that monitors **cellular telephony** equipment
- **White papers** for collaborative **applet** technology & **ASP** systems
- On-line instructions for **web-based applications**
- User's guide for **electronic ballast**
- Operator's guide for **buggy** used in container ships
- **On-line help** for resume management application
- User's guide for **VC fund management** software
- User's guide for **CRM Design Studio**
- **Business documents** for electronic paper & reader products

Updated & edited broad range of documents including:

- Operator's guide for hardware/software **optical & radio broadband** network management system
- Help file for **content browsing** software
- Operator's guide for **SMS** media services system
- **APIs**
- **Palm OS** location-based application
- User's guide for **information integration** & retrieval system

1996–99 **Team Leader, Documentation Department, Sirius Technologies**

Responsible for three other writers, as well as:

- Documenting **medical applications** and writing manuals up to 350 pages in length
- Running the department and **interfacing** with other departments
- Writing **error messages**

.../contd.

- Teaching **on-line help**
- Preparing **PDFs** and printing manuals
- Solving **technical** problems
- Developing and maintaining **templates** in Microsoft Word
- Developing an internal **style guide**
- Evaluating and choosing **software** tools

1995–96 **NetMedia** – Internet Services

Wide range of writing and marketing responsibilities including:

- Writing **installation instructions** for Internet software
- Writing **marketing** material for brochures, fliers, advertisements
- Public relations, making three **press releases** per month

Education

1993–94 **Master of Science in Management**, Boston University/Ben Gurion University
Specialization: Marketing

1990–93 **Bachelor of Arts**, Bar Ilan University
Jewish History, Mathematics

Technical Writing Education

- Attended two-day Networking & Data Communications seminar
- Attended STC conventions and lectures
- Regular contributor to Techshoret, online community of Israeli technical writers

Computer Experience

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|---------------------|---------------------------|-----------------|
| Expert in: | • Microsoft Word | • Adobe Acrobat |
| Other applications: | • Microsoft Help Workshop | • Visio |
| | • PowerPoint | • PaintShop Pro |
| | • FrontPage | • DemoShield |

Languages

English (mother tongue)

Hebrew (fluent)