

# Glenn Murray

Contact: 8 Parkview Place, Bateau Bay, NSW  
Tel: 0413 388 991  
glenn@divinewrite.com.au | www.divinewrite.com.au

Technical Writer | Copywriter | User Interaction Designer

Bachelor of Arts (English Literature & Linguistics)

Master of Arts (International Communication)

- Online (context sensitive) help
- Hard copy user manuals
- Installation guides
- Functional specifications
- Datasheets
- Single-sourcing
- Print management
- Localisation
- Web copy
- Search engine optimised (SEO) copy
- Brochures
- Scripts
- Corporate profiles
- Letters
- Ad concept
- Press releases
- Articles
- Information architecture
- Wireframing & prototyping

*There are plenty of techwriters out there who'll do a passable job. Not many will do a GREAT job though. My clients come to me because they're after something special. And that's what I give them. I started techwriting back in 1994. I worked as a full-timer in the software industry for 9 years, before going freelance.*

*I've written for over 300 clients, from all around the world. Big and small. They number some of the world's leading brands. Like IBM, Toyota, Telstra, Virgin, Westpac, the Commonwealth Bank and the Australian Government.*

## Professional summary

|                      |   |
|----------------------|---|
| <b>2002- Present</b> | Divine Write, Freelance Copywriter & Technical Writer       |
| <b>1996 – 2002</b>   | Citect, Technical Writer, Documentation Development Manager |
| <b>1995 – 1996</b>   | Landis & Staefa, Technical Writer                           |
| <b>1994 – 1995</b>   | Solution 6 (now part of MYOB), Technical Writer             |

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2002 – Present

## Freelance Copywriter & Technical Writer, Divine Write

[www.divinewrite.com.au](http://www.divinewrite.com.au)

Clients include Australian government, IBM, SEEK, Telstra, Toyota, Virgin, Westpac, Commonwealth Bank, Bigpond, CareerOne, Macquarie University, University of Western Sydney.

### Duties & Responsibilities

- Web copy
- Search engine optimised (SEO) copy
- User interaction design
- Website planning
- Brochure copy
- Script writing
- User manuals (researching, planning and writing)
- Management of web design & development
- Content management
- Client & project management
- Subject matter expert interviews
- Ebook authoring (see <http://www.divinewrite.com.au/ebooks/>)

1996 – 2002

## Technical Writer, Documentation Development Manager, Citect

Citect develops SCADA software (factory line automation, etc). My team worked on a number of projects, including the creation of new HTML help and the maintenance of an existing 4000 topic Winhelp project.

### Duties & Responsibilities

- Designed and implemented a completely new online help system (RoboHelp)
- Researched and selected the help engine, content creation tools, documentation approach, help layout & design, human resources requirements, budget and recruitment
- Maintained the existing 4000 topic online manual & context sensitive help (WinHelp & Word)
- Managed a team of 3 other writers
- Creation and maintenance of standards and work practices for the team
- Visual Source Safe project admin for the documentation team
- Liaised with project managers, sales & marketing, software engineers and tech support
- Contributed to user interaction design of GUI development
- Budgeting and scheduling team training activities
- Brochure copywriting
- Managed periodic printing of manuals from single source
- Managed periodic localisation of software and documentation
- Press releases, articles and miscellaneous in-house editing

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1995 – 1996

## Technical Writer, Landis & Staefa

Landis & Staefa (now part of Siemens) was a market leading access control company – card readers and motion detectors to control access to buildings, elevators, etc.

### Duties & Responsibilities

- Planned and wrote online manuals and context sensitive help (HDK)
- Hard copy functional specifications (Word & Ventura)
- Brochures and datasheets (Word & Pagemaker)
- Hard copy installation guides (Word)
- Drawing graphics for the brochures and datasheets (Photoshop, Designer)
- Project planning, management & budgeting
- Contributed to user interaction design of GUI development
- User testing, bug identification
- Wrote copy for and produced full colour glossy brochures

1994 – 1995

## Technical Writer, Solution 6 (now part of MYOB)

Solution 6 was a leading Accountancy software company. They produce software for a whole range of accounting professionals, from management accounting to tax accounting. They're now part of the MYOB group.

### Duties & Responsibilities

- Planned, wrote and maintained online, context sensitive and printed documentation (in-house hypertext software)
- Travelled to New Zealand to single-handedly plan and write the online help for their new tax accounting package
- Developed documentation standards
- Provided major input into the development of the company's in-house hypertext software
- Documented the company's in-house hypertext software (on-line, context sensitive, and hard copy documentation)
- Recorded software bugs in company tracking system

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## Referees

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