

Richard Wall MA

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Profile

A motivated and effective freelance technical writer. Skilled at delivering user-focused documentation and web content in a variety of formats and conforming to corporate, regulatory, information security, training and project methodology standards. Experienced in a wide range of technologies and industry sectors – including energy, finance, government, procurement, software/API, automotive, defence, IT, nuclear safety, nuclear energy and nuclear propulsion.

An expert written and verbal communicator; able to integrate quickly with Subject Matter Experts, Consultants, Business Analysts, Engineers & Software Developers to gather technical information and identify methods to deliver accurate, clear and concise information to meet the needs of users at all levels. Adaptable to new concepts and new areas of technology and experienced at reviewing knowledge base documentation and identifying areas of non-compliance.

Career Experience:

Feb 2020 – Technical Writer, Xoserve Ltd, Solihull

Contracted to the gas industry's Central Data Service Provider (CDSP) to document APIs to enable consumers to switch energy suppliers in accordance with OFGEM requirements.

- **Content Design** – Reviewed and updated content on the Data Enquiry Services (DES) web pages. Applied GDS design principles to create content for two sandbox developer portals.
- **Software Documentation** – Edited content on the Xoserve developer portal to update developers with the latest design requirements.
- **Technical Documentation** – Created and edited API technical specifications, Code of Connections and Error Handling Strategy documentation. Managed API process and project content on JIRA, Confluence, SharePoint & Azure. Collaborated with Business Analysts and developers using Agile and DevOps methodologies to provide consultancy on the communication of technical and business information.

July 2019 – Feb 2020 Technical Writer, HMRC Shipley & UK Gov, Canary Wharf

Contracted to the Digital Delivery Centre to document HMRC APIs and content for the Customs Declaration Service and Making Tax Digital portals on the HMRC developer hub and uk.gov web pages.

- **Content Design** – Worked with user researchers and UX designers to create content on the HMRC developer portal in accordance with GDS design principles.
- **Software Documentation** – Edited content on the HMRC developer portal to update developers with the latest fraud prevention and transaction monitoring design requirements. Documented a bespoke Test API to validate HTTP fraud prevention headers, and designed content for automated email updates. Collaborated with developers to produce an API service guide for Customs Declaration Service in preparation for transition to new import/export regulations.
- **Technical Documentation** – Edited and created supporting technical documentation. Managed API process and project content on JIRA, Confluence and GitHub. Collaborated with Business Analysts and developers to provide consultancy on the communication of technical and business information.

March 2019 – July 2019 Technical Author, Fidelity International

Contracted to the API Strategy team to document a suite of financial transaction APIs and communicate the API integration programme throughout all of Fidelity's business areas.

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- **Content Design** – Collaborated with software developers to design content for a bespoke portal enabling FinTech developers to connect with Fidelity APIs.
- **Software Documentation** – Reviewed, corrected and tested API contracts using Swagger and Atom. Managed Bitbucket repository of .yaml and .json files.
- **Technical Documentation** - Managed API process and project content on JIRA/Confluence. Created infographics, process flow diagrams and technical bulletins.

January 2015 – March 2019 Technical Author, Jaguar Land Rover

Contracted to the Advanced Manufacturing Engineering, Standards & Controls Team to review software and engineering standards and specifications issued at Invitation to Tender (ITT) and Request For Quotation (RFQ) stages for the design and installation of bespoke automotive production lines.

- **Technical Documentation** - Undertaking gap analysis of existing production-line engineering standards and specifications. Creating and controlling standards and specifications for robot automation systems including control systems hardware & software, welding & riveting. Identifying and integrating global standards and specifications. Designed and created document templates to match JLR Corporate Identity. Designed and created a web portal to host engineering standards, providing a single point of access for JLR suppliers worldwide.
- **Software Documentation** – Collaborated with software developers to compile API documentation for production line data collection application. Created production-line and shop floor network diagrams using MSVisio.
- **Process Documentation** - Designed an end-to-end documentation production and review process, mapped using ARIS software, highlighting technical stakeholders, and implemented across JLR sites worldwide. Created ITT/RFQ business flow diagrams using MSVisio.
- **Content Design** – Surveyed ten production-line builders to assess the optimum solution to deliver JLR standards. Survey results shaped the design of a bespoke web portal to host JLR engineering standards, grouped by technical function.
- **Communication** - Liaised with engineering departments at JLR, and with external suppliers to review JLR standards and specifications issues.

Achievements: Quickly gained the respect and trust of senior JLR engineers and JLR controls partners, and took sole responsibility for managing the suite of production engineering standards and ensuring their timely availability to external suppliers via dedicated web pages. Identified areas of improvement in content and delivery, which resulted in a 50% reduction in the number of standards issued at RFQ stage. Designed and created a bespoke format for JLR standards documentation to provide consistency and improve readability. Designed and created a process infographic that attracted praise from JLR Engineering Director.

September 2014 - January 2015 Standards Engineer, Rolls Royce Submarines

Contracted to the Codes and Standards Team at Rolls Royce Submarines to prepare nuclear engineering standards for the 3rd Generation Pressurised Water Reactor (PWR3).

- **Documentation** - Undertaking gap analysis of nuclear engineering standards. Creating and controlling nuclear-specific standards and specifications. Identifying and integrating global standards and specifications.
- **Communication** – Liaised with engineering departments and Corporate Standards Office at Rolls Royce; liaised with external Standards Organisations to address nuclear engineering standards and specifications issues.

March - September 2014 Technical Author, EDF Energy Nuclear Generation Ltd

Contracted to Sizewell B nuclear power station to provide documentation support for work packages to replace Main Generator Hydrogen Gas Dryers, upgrade Reactor Building HVAC Chillers and the Cooling Pond Fuel Handling Machine:

- **Documentation** - Extensive use of nuclear technical and documentation experience to review existing documentation; establish management system for Project Quality publications and create new / upgraded Plant Operating and Maintenance instructions to meet the rigorous safety standards of the nuclear industry.

- **Communication** – Worked alongside nuclear engineers, project managers and subject matter experts to gather technical information.

Achievements: Quickly gained respect and trust of senior nuclear engineers and took sole responsibility for delivering project technical and quality documentation. Identified and resolved documentation issues in time to pass a stringent regulatory audit and set in place a framework to monitor all project documentation to ensure compliance with nuclear regulatory standards.

June – Dec 2013 Technical Author, EDF Energy Nuclear Generation Ltd

Contracted to EDF Energy to update the suite of documentation for the Nuclear Fuel Route Improvement Project:

- **Documentation** - Extensive use of Microsoft Office and previous nuclear experience to produce a suite of documentation to support improvements to the nuclear fuel management process for EDF’s fleet of Advanced Gas-cooled Reactors.
- **Communication** – Worked alongside nuclear engineers as part of a small team of authors to gather technical information and present it in a manner consistent with rigorous standards required of nuclear documentation. Liaised with senior management to help redefine stakeholders’ responsibilities and rewrite existing policy.

Achievements: Applied technical and nuclear documentation experience and enhanced management and writing skills to “hit the ground running” and quickly resolved identified areas of improvement in existing fuel management process documentation. Took responsibility for the Governance Specification; which outlined responsibilities for all aspects of the management process and liaised with senior management to create persuasive documentation and present to high-level stakeholders. Given sole responsibility to ensure documentation compliance at Hartlepool and Heysham 1 nuclear power stations.

April 2011 - March 2013 Technical Author, GCHQ

Provided authoring services for multiple Secure IT connectivity projects:

- **Documentation** - Extensive use of Microsoft Office and FrameMaker to produce a wide range of documentation including project newsletters, communication plans, design specifications, user guides, project, business process and BAU, test specifications and training aids.
- **Technical Drawing** - Extensive use of Microsoft Visio to produce wireframe, system, network, business and process flow diagrams for use in project newsletters and wiki pages.
- **Training** - Performed Training Needs Analysis, designed technical training courses, produced content and assisted trainers in course delivery.
- **Web Authoring** - Designed, created and maintained intranet web and wiki pages to showcase the project to a wider technical and non-technical audience.
- **Communication** - Worked alongside cyber-security specialists and as part of small teams to gather technical information and assess readership and user needs of all documentation, drawing and training products.

Achievements: Delivered all products to a consistent high standard and within agreed time-scales. Received letter of commendation for help in assessing the readability of a web-site designed to assist out of hours support teams.

April 2009 - April 2011 Technical Author, GCHQ

Provided authoring services for multiple technical projects delivering covert analyst software applications:

- **Documentation** - Used Microsoft Office and FrameMaker to produce design specifications, field user guides, installation instructions, test specifications and training aids.
- **Technical Drawing** - Sketched site, room and rack layouts and transferred them to diagrams using Microsoft Visio for use in training and user guides.
- **Training** - Performed Training Needs Analysis, designed technical training courses and assisted trainers in course delivery.
- **Web Authoring** - Designed and created a user guide embedded within a sophisticated analyst software application. Designed and maintained intranet “wiki” pages.
- **Communication** - Worked alongside multi-national software developers, business analysts, installation teams, and system operators to gather technical information and analyst needs.

Achievements: Delivered all products to a consistent high standard and within agreed timescales. Received letter of commendation from system operators for standard of field user guides used “in-theatre”.

June 2005 - April 2009 Technical Author, GCHQ

Provided authoring services for multiple projects delivering core IT infrastructure, LAN architecture and secure IT Networks within a brand new, bespoke building:

Documentation - ITIL process, ITT procurement, technical, installation, security accreditation (including compliance with ISO/IEC 27001:2005), testing and training documents.

Achievements: Received letter of commendation from the client’s Technical Director. Attained Cisco Certified Network Associate (CCNA) status in 2007.

March 2004- June 2005 Project Manager / Author at CDS Ltd

Managed several projects to deliver a suite of technical and accreditation documentation for a variety of secure communication network systems. Produced safety case documentation for bespoke items of military equipment. Managed a small team of authors to deliver several classified technical manuals. Liaised with customers at all levels to ensure timely delivery of a superior documentation product.

April 2002 – March 2004 Senior Technical Author at CTPi Ltd

Initially employed on a work experience basis prior to leaving the Royal Navy. Produced technical and training documentation for electronics equipment to various MOD Standards.

Achievements: Applied technical and training experience to review and edit existing documentation. Produced a safety analysis report for a customer within extremely tight deadlines, helping CTPi secure a further contract worth £100k +. Gained DV Clearance and was selected as one of CTPi’s/CDS’ premier technical authors to work on a restricted Government site to produce Accreditation Document Sets for a secure communications system. Completed project within budget and agreed timescales. Promoted to Project Manager in March 2004.

June 1999 – March 2002 Nuclear Documentation Engineer at HM Naval Base Clyde

Produced and reviewed safety case documentation within an authorised nuclear site. Worked as part of a team writing O&M documentation for a wide range of electrical and mechanical plant and equipment in use within the nuclear site. Participated in Hazard Operability (HAZOP) studies. Produced, controlled and administered documentation review process to meet BS4778, JSP 430, DEF-STAN 00-56, MIL-STD 882 and other regulatory, legal and BS EN ISO 9001 quality requirements. .

1993 - 1999 Training Course Designer in Royal Naval Submarine School

Designed, created & managed documentation for 25 training courses for Communications, Radar and Sonar technicians and operators and 13 high profile submarine training courses sold to foreign navies. Managed training review process. Selected for early promotion to Chief Petty Officer in 1994 and then for early promotion to Warrant Officer in 1999.

1980 – 1993

Joined Royal Navy as Weapon Engineering Mechanic (Radio). Served in HM Submarines and shore electronic maintenance facilities specialising in maintenance of communication equipment from VLF to Microwave frequencies, Radar and Sonar equipment. Continually developed technical knowledge and advanced to rank of Petty Officer.

Professional Qualifications and Training

MA in Technical Authorship (Sheffield Hallam University) | PRINCE 2 Foundation | CCNA | RoboHelp | JIRA | Confluence | GitHub | Swagger | HTML | Markdown | XML | Agile | SCRUM | DevOps | Sharepoint | Azure

Interests

- Creative Writing – author of the #1 Amazon Bestselling novel Fat Man Blues
- Blues Writing: Articles commissioned for Blues in Britain, and Operation Blues magazines. Also contributed to various music-based publications.
- Slide guitar – a triumph of enthusiasm over talent.

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