

Leonard P. Bucuvalas

Technical information developer / technical writer specializing in the planning, creation, management, and delivery of highly technical information

- Twenty-plus years of experience in Information Technology, focused on technical information project management, analysis, and presentation.
- As a technical writer, experienced in planning, authoring, editing, reviewing, testing, and publishing an extensive variety of information types, including software and hardware user and reference information, system administration manuals, diagnostics manuals, online help systems, installation manuals and more.
- Expert with publishing tools including Adobe FrameMaker, Acrobat, Freehand; MS Word, Visio, PowerPoint, Office, Front Page, WebWorks Publisher, Dreamweaver, Documentum, CMVC.

Education, Certifications, and Training

- Bachelor of Science in Journalism and Mass Communications, Suffolk University, Boston, MA 1988
- Associate of Science in Television Production, Graham Jr. College, Boston, MA 1974
- Digital/Analog Electronics Technology, Sylvania Technical School, Waltham, MA
- Clear Writing Workshop, Boston Training Group
- Continuous Improvement Process Training Certificate of Accomplishment (ISO 9000 training)
- Managing Interpersonal Relationships - Wilson Learning Center

Recent Employment History (*summarized – details available upon request*)

Apr '03 to present	Senior Technical Writer (contract)	IBM Corporation, Austin TX
	Design, develop and validate a documentation suite that describes the full build-out and implementation of the Universal Management Infrastructure (UMI). Includes migration guides that enable the UMI client to seamlessly migrate from one release level to another; also system administration manuals. Assist in generating process documentation to promote IBM's concept of the On Demand e-Business environment and workplace.	
Oct '02 to Mar '03	Senior Technical Writer (contract)	Eli Lilly Company, Indianapolis IN
	Managed the documentation set that defined the Supply Chain product distribution and management processes. Researched and updated all documents to ensure the accuracy of business processes, and the quality of grammar, format, and underlying markup. Responsible for documentation source file management and version control.	
Sep '00 to Sep '02	Senior Technical Writer (staff)	Metrowerks Corporation, Austin TX
	Designed, developed, authored, and edited manuals and online help systems that described how to use C/C++ software application analysis tools and the CodeWarrior software development application. Developed WebWorks Publisher scripts and templates to seamlessly convert FrameMaker source files to compressed HTML for online presentation.	
Dec '99 to Aug '00	Senior Technical Writer (contract)	Intel Corporation, Austin TX
	Worked closely with design engineers to develop proprietary specifications and user documentation for wireless technology processors. Ensured secure distribution of those specifications to Intel's Non-Disclosure Agreement client base. Served as on-site technical publications lead in the Austin facility, interfacing with the corporate publications group in Arizona and a satellite team in Massachusetts. Involved with the implementation of FrameMaker as the publishing tool, and Documentum as the file management system. Instructed engineering community on FrameMaker concepts and usage, and served as the Documentum system administrator.	

