

# BRUCE HARTFORD

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I am a technical writer with 29 years experience building communication bridges between technology creators, technology administrators and end-users.

## KEYWORDS:

- **Platforms:** UNIX (Linux, Solaris, BSD), Windows.
- **Audiences:** Administrators: System, Network, Security, and Database (installation, configuration, operation, maintenance, and trouble shooting). Also end-users, both GUI and command-line.
- **Tools:** FrameMaker, WebWorks, Word, HTML (raw), SGML, XMetal, Vasont, Acrobat, Dreamweaver, RoboHelp, SnagIt, PhotoShop, Wordstar, vi.
- **Areas of Expertise:**
  - Security:** Network, intranet, and internet security. Data loss protection, firewalls, secure command terminals, OS hardening and minimization, remote administration, virtual private network (VPN), security policies and overviews.
  - Internet and Intranet administration:** Servers, web, email & messaging, search, telnet, ftp, POP, SMTP, MTA, IMAP.
  - Network Administration:** LAN, WAN, server, naming, security, encryption, directory services, DNS, XFN/FNS, NIS & NIS+, X.500, LDAP, /etc files.
  - Relational Databases:** Sybase, INGRES, Paradox, SQL, Oracle, Informix, database schemas, data dictionaries.
  - Java Compatibility Kits.** Technical guides for using Java Technology Compatibility Kits (TCKs) to ensure that Java implementations conform to Java specifications.
  - Other:** Internationalization (I18N), localization (L10N), hardware, software, operating systems, command line, GUIs, installation, configuration, spreadsheets, simulations, user-interface design, hardware, HTML conversion, error messages, trouble shooting, data storage.

## AWARDS - Society for Technical Communications:

- Award of Achievement, Software User Manuals, **World International Competition**
- Award of Distinguished Achievement (best in category), Integrated Manual sets, Northern Calif. Competition
- Award of Excellence, Software User Manuals, Northern Calif. Competition

## **EXPERIENCE:**

### **SYMANTEC 2008-2009**

*Data Loss Protection (DLP)*. Installation/upgrade, administration, network sizing, system requirements, internationalization/localization, and plug-in guides for DLP product suite.

### **SUN MICROSYSTEMS, 1989-1997, 2000-2007**

*Java Technology Compatibility Kits (TCK)*. Technical, developer, programmer, and procedure guides for Java conformance & compatibility software.

*SecurStar & Secure Command Terminal (SCT)*. All documentation for security enhancement products for E10000 (Starfire) and E15000 (Starcats) servers. Operating system minimization and hardening, JumpStart installation, SunScreen SecurNet firewall configuration, SKIP encryption, and Dynamic Reconfiguration.

*Solaris Naming*. Manual set (versions 2.3 through 2.5). Installation, Configuration, Administration, and Trouble-shooting guides for NIS+, NIS (*nee* YP), DNS, and XFN/FNS multi-domain network name (directory) services. These are the Solaris/UNIX naming services for large, Internet/intranet-capable networks.

*SimplifySQL*. Tutorial, Installation Guide, Administrator Reference manuals and on-line documentation for a graphic user interface to the Informix, INGRES, Oracle, and Sybase database systems running in a Sun OS environment.

*Intelligent Storage Server*. Installation, Configuration, and System Administrator's Guides. Remote Dual Copy, Instant Image, SCSI Target Emulation (STE), Veritas Volume Manager, StorEdge StorTools.

### **NETSCAPE COMMUNICATIONS, 1997-1999**

*Messaging Server*. Installation, command line interface, unsolicited bulk email (UBE and UCE), database schema, program delivery, multiplexor, performance measurement (Mailstone), sendmail conversion, logging, error messages and troubleshooting for email server (POP, IMAP, SMTP, and MTA in LDAP environment). Both printed and online (HTML) documentation.

*Compass Server*. Online help and user guide for the Compass enterprise indexing and search engine. Entirely web-based (HTML) documentation.

### **Webmaster, 1999-Present**

As a volunteer, I created and continue to maintain the Veterans of the Civil Rights Movement web site ([www.crmvet.org](http://www.crmvet.org)), an education/historic and social networking site devoted to the Southern Freedom Movement of the 1960s.

### **SYBASE, 1993**

*Replication Server Manager 10*. Users Guide, Installation, and Reference Manuals for a GUI software utility that monitors and controls Replication System-10.

## **RELATIONAL TECHNOLOGY (Now INGRES), 1988-1989**

*INGRES*, Release 6.0. User Reference Guide for UNIX and VMS versions of INGRES. INGRES is an SQL language relational database including Report-By-Forms, Query-By-Forms, and Visual Forms Editor.

## **ANSA SOFTWARE, 1985-1988**

*Paradox*. Network Administrators Guide for installing, running, and maintaining a multi-user, MS-DOS relational database system on 3COM 3+, Novell Netware, IBM PC LAN, Starlan, and Torus Tapestry Local Area Networks.

This manual was rated EXCELLENT by *InfoWorld*.

## **APPLE COMPUTER, Cupertino CA, 1984**

*Lisa-2*. Hardware setup and Lisa Office System user guide.

## **DIGITAL MICROSYSTEMS, Oakland CA, 1981-1984**

Established the DMS documentation department. Wrote and produced an integrated modular series of user manuals for entire product line (LAN master computers, workstations, operating system and utility software, LAN-mainframe gateways). Aided programmers in design of user interfaces. Trained and supervised two Junior Technical Writers.

## **Additional Clients Available Upon Request.**

## **GENERAL INFORMATION:**

I work as either a salaried employee or as a contractor. When working on a contract basis I am a full-time, salaried (W2) employee of my own corporation *Westwind Writers Inc*. I carry my own disability, health, unemployment, general commercial, workers compensation insurance, and am responsible for my own payroll, withholding, and other taxes. Since you contract with Westwind Writers for my services on a corporation-to-corporation (vendor) basis, you do not have to file any 1099 or other contractor-related forms.

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San Francisco Business License Number: 419032

Sun Microsystems Master Service Vendor Number: 1398-1197

## **MEMBER:**

Senior Member, Society for Technical Communications.

## **REFERENCES:**

Available on request.