

Timothy David Gill

36 Hickory Drive, Maplewood, New Jersey 07040 [no relocation]
973 761-7540 (office/home) — 201 618-0636 (cell)
Tim@moonpear.us

technical writing, document management, requirements analysis, information design, administration

Multi-skilled professional with 25+ years experience in R&D, corporate, government, and university software positions. Technical/team leadership roles as systems engineer/requirements analyst for systems & applications software; document management for process & productivity improvement; technical documentation writing, tools, & standards; software configuration management (SCM) with ClearCase; and Unix systems administration. Recognized for commitment to quality, initiative, and customer satisfaction. SECRET security clearance. Primary experience includes:

- ◆ document management, information design & access
- ◆ requirements analysis, systems engineering
- ◆ Unix administration, ksh & perl scripting
- ◆ Rational ClearCase® & MultiSite®
- ◆ software process improvement, SEI CMMI-Dev
- ◆ technical writing & documentation, terminology
- ◆ Microsoft SharePoint® (MOSS), Adobe Acrobat®
- ◆ Xerox DocuShare® content management system
- ◆ Microsoft Office suite, HTML
- ◆ software and document standards & tools work

Passionate about “*improving the customer information experience.*” Driven to make technical documents more readable, organized, findable, accurate, complete, and helpful. Keen interest & focus on software product features & functionality, information tools, search capabilities, and usability & user interfaces. Firm belief in use of document management for improving productivity & knowledge sharing. Innovative—always seeing “what is” and envisioning how to make it better. Analytical, intuitive, organized, creative, versatile, thorough, precise, synthesizing, critical, & curious—with an artistic edge. Excellent written and oral communication, & training experience. Conversant in French.

Accomplishments by Area of Experience

Technical writing, technical documentation, customer information [writing samples on the web]

- Have written & edited 100's of software process/product documents: user guides, requirements specs, project plans, hardware deployment plans, test specs, architecture documents, system administration procedures, technical overviews, marketing notes, hardware budget proposals, IT processes & procedures, CMM plans, reference cards.
- Developed & wrote requirements for an online, dynamic CMMI (Capability Maturity Model) handbook to support a large, diverse military software development & acquisition center and a related SharePoint guide.
- Co-wrote and edited various end user and developer documentation: corporate software guides for document management, CM practices and tools for developers, Unix SVR4 manual pages, AT&T Character User Interface Standards, UnixWare documentation, miscellaneous Bell Labs software tools.
- Wrote 100-page guide to the building and release management of the UnixWare 2.1 operating system at Novell.
- Wrote and edited part of the IEEE POSIX 1003.2 Shell Standard, for the *regular expressions* chapter.
- Online help (FMLI, UnixWare font manager, BrowserMan hypertext Unix manual pages)

Excellent writing is at the heart of whatever I do—specifying, explaining, organizing, planning, proposing, teaching.

Document management, document standards, documentation tools

- Established & seeded SharePoint library for 400+ IT operational procedures at a leading Wall Street trading firm, as a consultant: setup architecture, process, standards for managers in IT groups to do with staff.
- Developed proposal to streamline document management practice at an Army software development center and led effort to move CMMI process group to standard SharePoint libraries.
- Led lab of 130 HP engineers in adoption of DocuShare & Adobe Acrobat for management of HP-UX software process documents. Co-developed requirements for customizing DocuShare to meet the document management needs of engineers and the related Capability Maturity Model (CMM) process improvement project.
- Prior to existence of the web and PDF files, conceived, developed, documented, and championed local document management systems, by integrating various publishing and version control tools, both Unix and mainframe. Wrote and presented conference paper on one of my early document management tools.
- Integrated Bell Labs hypertext tool with 1000-page Unix SVR4 manual page set to provide quick online access to reference documentation. Developed enhancements for publishing tools for Unix SVR4 customer manuals.

Organizing document & information is simply in my blood—I have done it all my life, both professionally and personally.

Systems engineering and requirements analysis

- Researched & defined a multi-release software strategy at USL for enabling WYSIWYG (fonts and printing) capability in a series of Unix SVR4 desktop operating system releases via fonts and printing enhancements.

Championed a device-independent printing architecture to work with the X Windows graphics system, to attract ISVs to write apps for the Unix OS, and did the planning, systems engineering and testing for the implementation.

- Systems engineer at Bell Labs for two Unix SVR4 releases of FMLI, a character user interface construction tool.
- Technical rep to the Common Desktop Environment GUI project, for defining a common workstation desktop graphical user interface standard, with IBM, Sun, and HP; chair of the CDE Fonts and Printing Working Groups.
- At HP, developed project requirements and implementation plans for upgrading sets of database servers in a growing complex of ClearCase machines in a development environment supporting 100's of HP-UX OS engineers.
- Wrote requirements for (and programmed) a data validation system, with reusable components, for clinical trial research data from reproductive health research at the WHO in Switzerland. Programming for data analysis.
- Conceived of a simple & powerful software tool for finding information more quickly & easily, and developed the product vision, strategy, requirements and business model for it, to enable a small business software startup.
- Designed/implemented programs for models of school district funding alternatives for a research project at USC.

Defining software features, improving functionality & usability, determining what customers want—a core strength.

ClearCase, release management, Unix systems administration, software process improvement

- At Schwab, established ClearCase configuration management environment and release management procedures for a development environment supporting ~30 developers of mission-critical financial trading applications.
- At HP, technical lead for administration, upgrades, planning, hardware budgeting, file system maintenance, and ClearCase operation and support for 25-server ring supporting hundreds of HP-UX 11i operating system developers.
- Team member for CMMI-Dev ML 2 SCAMPI appraisal at DoD software center, and lead at HP for the CM process area of CMM.
- Streamlined OS and ClearCase upgrade processes & wrote efficient script software at HP, reducing the frequency and length of system downtimes by nearly half and improving quality of the development environment.
- Responsible at Novell for monthly integration builds over 15 months of the million lines of code for the UnixWare 2.1 operating system, producing binaries for ~50 testers and beta sites nationwide from the code of 150+ engineers.

Keeping code & builds organized, systems properly configured, and procedures efficient & helpful—one facet of my skills.

Team leadership

- Technical lead at HP for 6 release management engineers and Unix system administrators to support a rapidly growing ClearCase complex for an HP-UX 11i development lab of 100+ OS developers, part of a 1000-person HP-UX Division. Managed terabyte, 25-server ClearCase database environment, including 3 firewalled MultiSite regions. Also responsible for team goals & metrics, and hardware planning & budgeting.
- Led systems engineering & business project at Unix Systems Laboratories to integrate Adobe's ATM® and Bristol Technology's Xprinter® products into a Unix SVR4 OS release and to work out needed licensing agreements.
- Technical lead and systems engineer for team of 5 at Bell Labs in defining the requirements, coding, testing, and manuals & online help for 2 releases of FMLI, a Unix tool for generating user interfaces.
- Led team of 6 software technical staff in a university central computing center to improve support for 300 users.

My organizational and administrative skills, my temperament and communication skills, make me a good team leader.

Work Experience

Early work as a programmer at the University of Southern California, the UN's World Health Organization (Geneva), the Urban Institute in Washington DC, & various organizations on a contracting basis.

AT&T Bell Laboratories	Summit, NJ	1986-1991
Unix System Laboratories, Inc.	Summit & Florham Park, NJ	1991-1995
Novell, Inc.	Florham Park, NJ	1995-1996
Hewlett-Packard Company	Florham Park, NJ	1996-2001
Charles Schwab & Company	Jersey City, NJ	2003-2005
Principal, Moonpear Consulting	New York City, New Jersey	2006-2010
Northrop Grumman, Inc.	Eatontown, NJ	2008-2010
SetSee LLC (founder & partner)	Maplewood, NJ	2010-current

Education & Professional Affiliations

Masters of Software Engineering	Wang Institute of Graduate Studies, Boston, Massachusetts (<i>Outstanding Student Award</i>)
Bachelor of Science, Statistics	Stanford University, Palo Alto, California
Member	AIIM; Association for Computing Machinery (ACM); IEEE Computer Society

Publications

- "A Modern Bath with Period Charm," *Fine Homebuilding Magazine*, November 2005.
- *The Dissemination of Technical Information in a Software Development Organization*, IEEE conference, 1988.
- *A Data Validation System for Worldwide Clinical Trials*, SPSS Users Conference, Chicago, 1979.