
Niels Grundtvig Nielsen – Technical Communicator

Communication skills

Working with specialists and area experts to harvest their knowledge and communicate it to end users

Wide experience in writing for and with users whose first language is not English.

Extensive experience with “collaborative” documentation – helping different contributors effectively and comfortably include their knowledge in a final documentation set

Presenting information for different audiences: user guides, admin guides, installation guides, on-line helps, Internet pages ...

Editing skills

In-house review and editing, including use of language, structure, interface

Editing original draft texts for content consistency, structure and clarity

Designing, structuring, writing and maintaining a wide range of document-types in various business units/departments

Supervising recurrent publications and related translations in three languages

Language skills

Accurate awareness of British English – first language

Fluent spoken Dutch and French

Translation from Dutch and French to English

Editing Dutch and French texts for content consistency, structure and clarity

Knowledge management

Long experience with structured documentation and re-use of “information chunks”

Putting a framework in place for long-term access to and maintenance of corporate information, working with specialist IT-support where appropriate

Managing change control and version tracking

Delivering précis (flyers, study guides ...) based on extensive or standard documents

Technical skills

In-depth practical knowledge of FrameMaker (technical document publication tool)

Good working experience with Photoshop, Illustrator and Acrobat

Good working knowledge of DITA (structured documentation architecture)

Working knowledge of (X)HTML, CSS, SVG and XML

Career overview

Consultant	DiES, Brussels	2010
Technical author	The Brussels Airport Company	1999 - 2010
Consultant	IBM Belgium	1998 - 1999
Consultant	Namahn Consultants	1997 - 1998
Consultant	IBM France	1995 - 1997
Technical author	Sanderson Computing, Sheffield	1992 - 1995
Consultant	European Commission, Brussels (DG XIII)	1991 - 1992
Technical author	Selima Software, Sheffield	1986 - 1991

Deliverables

End-user documentation including:

- User guide, Admin guide and Overview for integrated CAD/GIS system
- Aerodrome Manual, in line with national and international regulatory requirements: three-monthly updates, always with full version tracking
- Safety News, at least six times a year in three languages
- Airside Traffic Rules (in three languages, plus related “quick study” guides)
- User guides and on-line helps (HTML) for AsBuilt groupware extensions
- User documentation for CAD Standards, CAD Blocks, CAD Elements Library, groupware customisations
- Text and translations for corporate web-site, plus press releases, flyers, e-mail newsletters, marketing material

Methods, documentation plans and working documents including:

- Defining, documenting and supporting review and update procedures for Operational Handbook and Certification Manual
- Documentation plan and resulting user guides for software modelling tools
- Introduction and implementation of PC-based software to replace mainframe technical documentation system.
- Computer-based training for in-house client enquiry system
- Software development specs prepared and updated on the basis of evolving legislation, user requirements or both

Reviews

- Interface/design reviews
- Content reviews

Personal information

contact information	Kruisboogschuttersstraat 27, 1800 Vilvoorde 02/252 05 70 communicator.ngn@gmail.com
date of birth	20/11/1955
civil status	married
nationality	Belgian

Higher education

- 1980: University of Durham (Ushaw College) – Four modules, Certificate in Theology
- 1974: University of Oxford (Jesus College) – Honours Mods in English Language and Middle English Literature

Outside interests

Music: organist, Troostbasiliek Vilvoorde, and by invitation at Silo Protestant Community; studying baroque musette

Travel: currently working round all inland ferries in Belgium