# Mike Hayden

(408) 817-5684

Mike@DocumentationExpress.com

## R E S U M E  U P D A T E

As a Senior Writer / Consultant, here's what I accomplished for a start-up pioneer in "wireless server software."

> Client's server software lets businesses communicate with cell phones, pagers, PDAs, mobile computers, and all the latest wireless devices. Using this software, companies can automate and customize wireless content services, providing an information system accessible from anywhere via HTTP, SMS, email, and event-driven information.
>
> Applications include electronic commerce, wireless Internet, email, real-time content delivery, sales force automation, etc.

## S E R V I C E S  P R O V I D E D

Complete service to research/organize/write/edit/release of API documentation.

- Developed formal Action Plans and set milestones for all projects.
- Optimized SME's time by advanced interview planning.
- Transcribed interviews.
- Converted MS Word documents to Web pages.
- Always on time to meetings.
- Developed Controlling Calendars for all projects.
- Took initiative, planned the work, worked the plan.
- Developed graphics, illustrations screen captures and diagrams.
- Conducted peer reviews.
- Delivered all projects and assignments on time.
- Maintained communication; pursued details.

## S O F T W A R E  U S E D

MS Word, Visio, Java, Acrobat, Dreamweaver, Framemaker, GroupWise, MS Project , Mobile Server, Netscape Navigator, Windows NT, Mac OS 9

## P R O J E C T S

### Developed Software Developer Kit (SDK)

Coordinated research and reviews with subject matter experts (SMEs) including Java programmers, system administrators, technical managers, and marketing personnel. Transcribed recorded interviews

Developed comprehensive, step-by-step work instructions for Developers, covering:

- Product introduction
- Designing, and implementing services
- Configuring transports
- System security
- Tailoring the system
- Flowcharts, illustrations and diagrams
- Running services
- Installation

Also, developed detailed plans for SDK Administration documentation.

### Developed Server Functionality Documentation (SFD)

Developed API documentation including *Wireless Transport* and *System Flowchart* with descriptions. Coordinated research and reviews with Java programmers. Documented and flowcharted transports and internal processing. Researched and documented Small Message Service (SMS) including network elements, architecture, applications, benefits and system requirements.

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### Developed Service Developer's Guide

Assisted in the design/development/verification of PhoneDial(TM) Service.

Developed PowerPoint presentation for PhoneDial Service.

### Developed Leadership and Management Training

- Interview techniques for professional writing team
- Principles of Delegation
- Principles of Position Interface
- Contractual Commitment System
- Benchmark Development Guidelines
- Principles of Management for Non-Management Personnel
- Principles of Regulating
- Personal Objective Development Guidelines
- Standards Development Guidelines
- Management Glossary

## TECHNICAL

- Researched Java programming & EJB.
- Developed System Flowchart.
- Reviewed software specifications.
- Implemented Java source code examples into documentation
- Flowcharted Java programs.
- Developed Authentication Flowchart.
- Attended Seminar on UML by Rational.
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## MARKETING

- Edited technical white papers.
- Critiqued marketing brochures, providing detailed analysis & recommendations.

## TRAINING

- Conducted 8-week Leadership & Management Training
- Edited customer-training slides.

## MANAGEMENT

- Attended staff and company meetings.
- Submitted weekly status reports.
- Developed position contract for Department Manager.
- Prepared & Delivered Leadership and Management workshops.
- Conducted Thoughtstorm® sessions.

## SUMMARY

As a skilled, professional contractor with many resources, I enjoy the variety of working with diverse clients. I love working with startups! As an expert in business process development, I can also help both new and seasoned companies grow their businesses. Thus, I promote both short-term and long-term contract work.

For more information, see my web site:

http://www.DocumentationExpress.com

http://www.SeniorManagementServices.com/about-mike-hayden.html

Regards,

Mike Hayden

*"If you think you need an entire staff to get the job done,*
*let me demonstrate I'm the one you want."*