
Niels Grundtvig Nielsen – Technical Communicator

Communication skills

- Working with specialists and area experts to harvest their knowledge and communicate it to end users
- Writing for and with users whose first language is not English
- Team writing – extensive experience with 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 user of language, structure, interface texts
- Editing original drafts for content consistency, structure and clarity
- Designing, structuring, writing and maintaining a wide range of document types in various business units/departments

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 to date
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
- Style guides (including “writing for the web”)

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
- Web site reviews and content audits
- Content reviews – correct use of language, appropriate style and tone for the audience, consistency ...

Personal information

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date of birth 20 November 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