David Policar

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Information architect seeking to join an excellent team building high-quality software tools in an informal environment. I learn quickly, work effectively, and can maintain a sense of humor and perspective under trying circumstances.

Functional Architect
Lucent Technologies
Since July 1999

Review and synthesize feature requirements for billing/customer care software suite.
Coordinate domain leaders, product managers, and client deployment teams in estimating and prioritizing feature requests.
Review designs for consistency with requirements and standards.

Lead Technical Writer/ Technical Writer
Lucent Technologies
August 1995 to September 1999

Researched new product features, created new documents (printed and online), improved existing documents and developed automated tools. As lead, established documentation guidelines and managed work schedules for team of 4-5 writers.

Product Manager/ GUI Designer/ Technical Writer
Athena Design
August 1993 to July 1995

Managed technical support, quality assurance, and software development for 10-20 person NextStep, OS/2, and OpenDoc software shop. Also designed user interface specification, wrote documentation and online help, tracked bugs and feature requests, and collaborated on advertising and collateral materials.

Project Officer
LASPAU
September 1992 to August 1993

Provided Internet training and technical support to employees and selected Latin American institutions. Recruited and coordinated volunteer trainers.

Freelance Consultant
1991 and 1992

Documentation, training, and system administration tasks on UNIX, DOS, and Macintosh platforms:
   Teaching assistant for Massachusetts Academy, a Brookline charter school.
   Taught English as a Second Language for American Red Cross.
   Taught chemistry, neuropsychology, cognitive science, critical thinking, and communications skills for MIT's Educational Studies Program.
   System administrator and technical trainer for Harvard School of Public Health employees.
   Founding member and stage manager for The Great Escape, a live-role-playing company.
   Course developer, trainer, assistant training director, and technical writer for MIT's Project Athena.

Education

M.I.T. B.S. in Cognitive Science, 1986 to 1990 Neuroscience, perception, and information processing.

Additional training in software architecture, technical writing, employee supervision, and other subjects through employer-sponsored programs.

Skills

Requirements analysis and design review.

Skilled technical writer, trainer, and public speaker; can address many different levels of sophistication and experience.

Familiar with several operating systems (Mac OS, UNIX, VAX/VMS, Windows NT, OS/2 and NextStep) and more software packages than I'm prepared to list here.

Can develop scripts in perl, UNIX shell, AppleScript and Visual Basic. Reading familiarity with C, C++, Smalltalk, and SQL. Electronic publication in PDF, HTML/CGI, WINHELP, and IPF.

Fluent Spanish speaker; some familiarity with Portuguese, German, and Hebrew.

Broad scientific background in mathematics, chemistry and physics.

Reliably produce high-quality output under deadline pressure.

References

Wendy Sheehan (ex-manager):   617-244-8167
Drea Brandford (coworker):   617-884-7966

Additional references available upon request.