Steve Burnett

Raleigh NC   burnett@pobox.com

More details and attached recommendations at http://www.linkedin.com/in/steveburnett

Education

1992   M.S. Technical Communication, North Carolina State University
1992   Emergency Medical Technician, Wake Technical Community College
1989   B.A. History, B.A. Economics, NCSU

Employment

Information Developer III, Hewlett-Packard (formerly Opsware) (November 2007 – present)
   (HP acquired Opsware effective November 2007.)
   Creating install, user, and administrator guides for HP SAR (Service Automation Reporter, formerly Opsware OMDB) and HP Live Network (formerly TON) on Linux, Solaris, VMware, and Windows platforms. Sole documentation support for OMDB (1.0, had contributing author for the 1.0.2 release), SAR (7.0, 7.50), and HP Live Network (1.0 to 1.30). Provided Web QA for the HP Live Network Portal.
   Tools: FrameMaker 7, WebWorks, ClearCase, subversion, RapidSVN, Eclipse, Bugzilla, HP Quality Center, Collabnet, BIRT Report Designer, WebEx, MS SharePoint.

Senior Technical Writer, Opsware (January – November 2007)
   Created install, user, and administrator guides for Opsware OMDB (Operational Management Database) and TON (The Opsware Network) on Linux, Solaris, and Windows platforms. Worked with Technical Support on CMS selection.
   Tools: FrameMaker 7, WebWorks, ClearCase, subversion, Bugzilla, Quality Center, Collabnet, BIRT Report Designer, WebEx.

Technical Writer, SAS Institute (contract, Apex Systems) (November 2005 – January 2007)
   SAS Technical Support: Internal and external documentation. Tools: SAS, SIRIUS, SOS.
   SAS R&D: Internal and external documentation. Tools: SAS, WebLogic, Xythos, SQL.

Systems Administrator, SAS Institute (contract, Apex Systems) (March – September 2005)
   SAS Solutions: Provided Linux, Windows, Solaris, and HP-UX server system administration, technical support, and internal training for an ASP (application service provider) team. Developed internal procedural documentation for the system administration team, assisted in project management.
   Tools: Linux, Solaris, Veritas NetBackup, puTTY, vi, Hummingbird Exceed, Atlassian JIRA, Visio, Big Brother (system/network monitor), PERC.

Technical Solutions Manager, IBM (contract, Analysts International) (August 2003 – December 2004)
   Researched and developed documentation for IBM Director, IBM Remote Deployment Manager, and IBM ServerGuide Scripting Toolkit systems management applications on Linux and Windows 2000. Managed doc teams on a project basis.
   Tools: FrameMaker 7, Frame2000, ID Workbench, CMVC, Lotus Notes, Visual SlickEdit.

System Administrator, webslingerZ (September 1999 – December 2001)
   Provided Macintosh, Linux, Windows and Solaris system administration and technical support. DNS, mail, web, application server, router, and firewall administration.
   Managed a writer team authoring the online help for the smartASK online survey tool.
   Responsible for usability testing, cross-browser compatibility (created testing setup), bug tracking, other development and QA testing issues for smartASK web survey tool.
   Co-authored client proposals.
   Tools: Linux, Macintosh OS, Apache, bind, Oracle, Cisco IOS.

Documentation Developer, SAS Institute (contract, AdvaCon) (February 1998 – September 1999)
> Created internal online documentation for core SAS source code libraries.
> Developed both printed documentation and online help for database connectivity products, primarily SAS/ACCESS Interface to [SAP] R/3. Also created internal developer documentation for C and C++ libraries for the SAS platform.
> Provided testing and troubleshooting of online help for the SAS System.
> Tools: SAS 7, SAS 8, HP-UX, vi, C, C++.

Senior Systems Test Engineer, GTE Government Systems (contract, TechAid) (July 1997 – Feb. 1998)
> Developed systems test procedures for the ISYSCON integrated communications network management system. Assisted publishing test procedures and status reports.
> Tools: Solaris, Remedy ARS, Interleaf.

Course Developer, Tivoli Systems (1996-97)
> Developed training courses for the Tivoli Management Environment (TME/10) systems management environment. Authored the Installation and Configuration of TME/10 five-day training course for UNIX and Windows system administrators. Assisted in developing Tivoli's education program curriculum.
> Tools: TME/10, Framemaker, Solaris.

Information Developer – System Administration, BSG (formerly Imonics) (April – August 1996)
> (BSG acquired Imonics in summer 1996.)
> Wrote installation and operation manuals using FrameMaker for system, network, and database administrators of client/server transaction processing systems on Solaris networks. Helped design an SGML-based documentation database system.
> Tools: FrameMaker, ForeHelp, DCE, CDE (Common Desktop Environment), Docbook.

Documentation Developer, Imonics (contract, HSI) (November 1995 – April 1996)
> Authored several task-oriented online help guides and printed-format procedural guides for end-users of custom client/server medical billing systems on Solaris and DCE. Defined corporate online help development procedures and trained other writers in online help authoring. Assisted the Editing and Standards Department in defining corporate documentation standards. Conducted usability testing of user interface designs. Hired full-time at expiration of contract.
> Tools: FrameMaker, ForeHelp, DCE, CDE (Common Desktop Environment), Docbook.

Technical Editor, RTware Inc. (February 1993 – November 1995)
> Designed, wrote, edited, published, and maintained complete documentation set (multiple volumes, approximately 900 pages) and online help for the ControlCalc programmable logic controller (PLC) emulator development environment. Developed and implemented QA testing program for the development environment.
> Tools: MS Word, OS/9 and OS/9000 operating systems, G-Windows (X-Windows clone).

Instructor, Wake Technical Community College (1994)
> Created and taught a ten-week course in the classroom on artificial linguistics.
> Tools: MS Word, PageMaker.

Report Writer, Entropy Environmentalists (November 1991 – December 1992)
> Wrote and edited air emissions quality test protocols and reports.
> Tools: MS Word, Windows.

Publications

Burnett, S., Mac OS X Panther in 10 Steps or Less, Wiley. 2004.
Poole, L., D. Cohen, and S. Burnett, Mac OS X Bible, Jaguar Edition, Wiley. 2003.
Burnett, S., Windows 2000 and UNIX Integration Guide, Osborne/McGraw-Hill. 2000.
Tackett, J., and S. Burnett, Special Edition: Using Linux, Fifth Edition, Que. 1999.
Tackett, J., and S. Burnett, Special Edition: Using Linux, Fourth Edition, Que. 1998.
Ball, W., Teach Yourself Linux in 24 Hours, Que. March 1998. (Technical Editor)
McMains, J., S. Burnett, and others. Windows NT Backup and Recovery, Osborne/McGraw-Hill. 1998.
Gunter, S. Burnett, and Gunter, Windows NT and UNIX Integration Guide, Osborne/McGraw-Hill. 1997.
Gunter, D., and J. Tackett, Special Edition: Using Linux, Third Edition, Que. 1997. (Technical Editor)
Brown, M., Burnett, S., et al, Netscape Navigator 3 Starter Kit (PC), Que. 1996.
Brown, M., Burnett, S., et al, Netscape Navigator 3 Starter Kit (Mac), Que. 1996.
Brown, M., Burnett, S., et al, Netscape Navigator 3 Starter Kit, Que. 1996.
Brown, M., Burnett, S., et al, Special Edition: Using Netscape 3, Que. 1996.
Brown, M., Burnett, S., et al, Special Edition: Using Netscape 2, Que. 1995.
Gunter, D., Burnett, S., et al, Client/Server Programming with RPC and DCE, Que. 1995.

Organizations

USENIX/SAGE, TriUPA (Usability Professionals), ISSA (Information Systems Security Association), TriLUG (Linux), TMUG (Macintosh), TriJUG (Java), NC System Administrators, Tri-XML, SGML UG.

Other

Presenting Data and Information with Edward Tufte, 30 January 2004
Pushing Boundaries in Information Visualization, RENCI, 13 September 2008
Effective (UI) Prototyping with Todd Zaki Warfel, 15 September 2008
Reboot Your Work (GTD/43 Folders) seminar with Matthew Cornell, 13 January 2009