



Jeavons Stephensen Pty Ltd
21 Spring Gully Rd, Quarry Hill 3550

Tel +61 408 053 990 Fax +61 3 9017 8994
E-mail info@qdt.com.au ABN 85 089 225 767

David Stephensen—Business Process Analyst, Information Designer, Technical Communicator, Writer, Instructor, Facilitator

David has had 46 years of experience in communicating technology, including 30 years in private practice. He has:

- Written software manuals, procedure manuals and training courses,
- Assisted businesses to document their systems and prepare for ISO standards certification
- Taught information technology and the use of office software,

Website: <http://www.qdt.com.au>

LinkedIn: <https://www.linkedin.com/in/davidstephensen/>

Skills

Technical, software and business process documentation—analysis and project management, writing, publishing

- Analysing the requirements for a technical or software documentation project, consulting with stakeholders, producing a project plan, managing the project,
- Analysing and charting all communications and operations in a business and designing a set of procedure documents from these charts,
- Documenting in plain language, including initial research, document and stylesheet design, writing, editing, on-line publishing, web pages, final typesetting, layout with illustrations,
- Producing software and hardware documentation, business procedures and reports, journalistic writing and advertising copy.

Coding and graphics

- Knowledge of HTML, CSS—have created and edited websites using code only,
- Understanding of XML and XSLT—have attended practical courses and presentations,
- Basic knowledge of JavaScript, PHP, Visual Basic and other languages—enough for program segments and adjustments,
- Experience with editing videos and preparing graphics, including diagrams, using a variety of software packages.

Training and facilitating

- Facilitating a group of people to plan or reach agreement on a project, process or common standard,
- Providing on-site training and consultancy for specific needs,
- Presenting training courses to small groups and one-to-one,
- Providing introductory and advanced training on short notice in:
 - Software documentation,
 - Business process analysis and documentation,
 - Plain language business writing,
 - Issue tracking,
 - Microsoft Office,
 - Various other software tools.

Professional experience

Technical and software manuals

- Intrepid Geophysics, Brighton, Victoria, using **FrameMaker**— designed, set up an authoring and publishing system for and wrote the majority of the 3700 pages of manuals and tutorials for:
 - INTREPID software, which processes magnetic, gravity and radiometric data,
 - 3D GeoModeller, a three-dimensional geological modelling and visualisation system.
- CPA Australia, Melbourne, using **Author-it**— designed and wrote the user manual for an event scheduling application, over 600 topics. (Merit Award in the Society for Technical Communication Australia Chapter On-line Communications Competition.)
- Lensworth Customer Relationship Management (CRM) software manual, using **Microsoft Word** (Merit Award in the Society for Technical Communication Australia Chapter On-line Communications Competition).

Procedure manual template design and implementation

- (As part of a team) Designed and created a procedure manual to govern work by IBM Global Services for Telstra.
- Based on the IBM experience, created a procedure manual template (the Q-Template™) for small-medium business. It integrates and provides structure and guidance for compliance with the three management standards: ISO 9001 (quality), ISO 45001 (work health and safety) and ISO 14001 (environment).

- Implemented the Q-Template™ with clients to help them create their procedure manuals and achieve ISO standards certification. Examples:
 - Intrepid Geophysics, Melbourne,
 - Pressure Sewer Services, Dandenong South,
 - Keech Australia, Bendigo (Excellence Award in the Society for Technical Communication Australia Chapter On-line Communications Competition),
 - National Protective Services, South Melbourne,
 - CAF Consulting, Shepparton,
 - Queensland Connectors and Cables, Brisbane.
- Continuing to improve the Q-Template™, currently using **Confluence** and **Way We Do**.

Quality, Safety and Environmental management system compliance

- Reduced email, paperwork and document clutter for clients by:
 - Developing a simplified record keeping and task management system using free issue tracking software (**MantisBT**). Clients currently use this system for up to twelve different management tasks.
 - Creating an incident tracking system for Bendigo UFS Pharmacies using **Atlassian Jira** (in progress).
- Made ISO management standards certification simple and streamlined for clients listed above.

Websites

- Created websites using direct HTML and CSS coding, WordPress and Google Sites.

Presentations

- Business training courses in office software and operating systems for Professional Training Services, a division of previous Bendigo TAFE.,
- Webinar on business systemising, documentation and issue tracking for City of Greater Bendigo's small business seminar series in 2015,
- Business systemising seminars to local business coach client groups,
- Australian Society for Technical Communication (ASTC) conference in 2014 (issue tracking) and 2018 (ISO standards preparation).

Community projects as volunteer

Administration systems or websites for community groups:

- Wayfarers Australia (music travel projects),
- Bendigo Chamber Choir,
- Bendigo Studio of Voice and Music,
- Bendigo Uke Group,
- Uke Joint Jumpers, Bendigo.

Education and professional associations

Education

B Sc, University of Queensland, 1973, B Ed, Tasmania University, 1987.

Membership

Member of Australian Society for Technical Communication (ASTC) (current Secretary).

Other information

General

- Australian nationality, current driving licence, car,
- Married with three adult children.

Languages

- English—native speaker,
- Portuguese—advanced level.

Community and leisure interests

- Music— classical, world music, especially singing
- Photography, dancing, aerobics,
- Strong interest in the different cultures of people throughout the world— particularly their food, music, cinema and values, with special interest in Brazil.