

Svi Ben-Elya (formerly Harold Chase)

Rehov Nofar 6, Yokneam 20692 Tel: 04-9890532 Cell: 054-2356235 www.elephant.org.il svi@ieee.org

Synopsis

- 22 years in a development environment, writing clearly and concisely to a technical audience.
- Enhancement of work processes to integrate documentation into product design and development.
- Known for identifying documentation related problems and providing cost-effective solutions.
- Proven ability to guide, motivate and organize.
- Languages: **English** - native language, **Hebrew** - fluent, **Japanese** - forgotten.
- Professional organizations: IEEE-SA, STC and פּי"ט.

History

2006-Present Freelance Technical Writer

2004-2005 [Flash Networks](#) (Herzlia) - Sr. Technical Writer/Documentation Manager

Flash Networks is a leading developer of software for optimizing wireless data communication with proven solutions that improve the mobile data user experience and extend the mobile data network from cellular to WLAN, thereby helping operators grow both user base and network usage.

Responsibilities:

- Write external technical documents for existing products, including: Detailed Product Specifications, Operation & Management/System Guides, and Engineering Guides.
- Organize and manage the process by which development teams prepare, review and maintain internal documents. Includes document design, setting and evaluating criteria for the type of content, document control and management of the documentation workflow. Internal documents include: Market Requirements Document, Software Design Specifications, System Architecture Design documents, High Level Design.

Accomplishments:

- Organized "Existing Arts" collection of internal documents.
- Standardized organization of internal documents.
- Improved clarity and accuracy of internal documents.
- Reduced internal document "omissions".
- Guided the document workflow during creation of the "future products" development team.
- Prepared complete sets of detailed external documents.

1998-2003 [Aladdin Knowledge Systems/eSafe](#) (Haifa) - Sr. Technical Writer/Team Leader

Aladdin Knowledge Systems is a leading developer of digital security products and solutions. The eSafe product line inspects and filters Internet traffic at the network gateway.

Document Types:

User and Admin Manuals, API, Installation Guides, HELP files, MSG files for GUI, Quick Start and Quick Install, Pocket Guides, Certification Course Manuals, Release Notes.

Accomplishments:

- Within 6 months eSafe documentation went from being the number 1 source of product complaints and delays, to being a competitive advantage.
- Integrated documentation into the product design and development process. This reduced the amount of lost programmer time due to providing information and checking documentation.
- Improved accuracy and shortened the document update process for new products and builds by implementing single-sourcing and embedding of Adobe Acrobat commands into source files.
- Pdfmarks, edits to the epilog and prolog files, edits to utility software, and FrameScripts were all used to automate the embedding of Acrobat commands.

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- Enhanced document management by automatically embedding document notes directly into single-source elements (www.microtype.com/resources/articles/DocNotesWhitePaper.pdf).
- Member of the "Team Leaders Forum" which discussed R&D problems and set priorities.
- Developed lesson plans for the training and certification of eSafe representatives.
- Awards for Technical Publications in Israel, Paris and Washington DC.

1993-1998 [Synel Industries](#) (Yokneam) - Technical Writer

Synel Industries develops and manufactures data collection systems. Synel also provides complete Time and Attendance, and Access Control solutions.

Document Types:

Product Manuals for hardware, firmware and software products; Installation and Assembly Guides, Programming Guides for Firmware; RFPs, Site Preparation documents and Operation manuals for turn-key projects; GUI text and HELP files of software products; Instructions for translating GUI and HELP files; Newsletters.

Accomplishments:

- Turned documentation into a competitive advantage. When I arrived, the lack of acceptable documentation was compromising the company's international business.
- Enabled programmers to move from providing second line technical support to developing new products. This was accomplished by creating a document pool.
- Part of a team that designed TimeLOG, which resulted in changing Synel from a provider of hardware for custom solutions, to a provider of packagable hardware/software solutions.

1985-1993 Technical Writer

- TMR Electronic Industries (Haifa)
- Adacom Technologies (Yokneam)
- Independent Contract Technical Writer and publisher of a local newspaper.

Voluntary Activities (partial list)

2003-Present Yokneam Forum of Technical Writers (פּוֹרֵם) - Founder and Manager

Organization for professional development and career management of technical writers. The www.elephant.org.il web site opened in May 2006.

Jan. 2004 Partnership 2000 Delegation From Yokneam and Megiddo to Atlanta and St.Louis

The delegation was charged with finding ways to increase cooperation with the Jewish Communities of Atlanta and St. Louis and to facilitate joint projects that serve all of the communities involved.

2003-2004 Shdemot Advisory Committees on Education and Future Growth - Active Member

Shdemot is an experiment in "Community Building" where residents take part in municipal planning.

Professional Tools (partial list)

- Adobe FrameMaker, Acrobat and FrameMaker utilities (FrameScript, TimeSavers, IXGEN, Mif2Go)
- MS Office products (Word, PowerPoint, Excel, Visio)
- AuthorIT
- RoboHelp and other HATs