

M.Kraft - Software-Dokumentation

Marckus Kraft

Diploma in Librarian Sciences

Profile



Im Mellsig 22

60433 Frankfurt am Main

Germany

Contact

Phone: +49 69 / 38 99 51 72

Mobile Phone: +49 173 / 57 60 232

E-Mail: M.Kraft@software-dokumentation.net

Internet: <http://www.software-dokumentation.net/>

SUMMARY

Dynamic career in software quality assurance and documentation in goal oriented environment. Excellent teamplayer. Experienced technical writer.

Knowledge in localisation and internationalisation of software.

PERSONAL DETAILS

Date of birth: February 19th 1964

Nationality: German

SKILLS

Languages: English (fluent); German (native speaker)

- Strong verbal and written communication skills, formal and informal communication with team, written documentation
- Innovative, high integrity and professionalism.

Motivated with willingness to learn and adapt to new situations.

EXPERIENCES

Technical Writing / Programming

- L^AT_EX, T_EX, XML, DocBook, Markdown, HTML, HTML-Help-Workshop/Help-Workshop, Resource-Editor, Javascript, Java-Help, SQL, Perl, Bash-Skripte, DOORS (DXL und RPE), Git, GitLab
- various Content Management Systems (JAMA Connect, DOORS, Smart Media Creator, Noxum, Confluence)
- Office (Word, Excel, Powerpoint, Visio)

Localisation & Internationalisation

- Trados

Computers

- Hardware: Configuration and confection of computers, setup of networks
- Software: Development of web sites, setup of web servers
- Operating systems: Windows, Linux (various distributions)

PROFESSIONAL EXPERIENCE

AS FREELANCER

Begin End	Client Location	Project Language(s) Programs Operating System
MM-YY		
06-23 11-23	Omega Software Europe GmbH Düsseldorf	AdSpaceIO Online Help German XML Editor, Graphical Software, Browser, Git Windows, Linux
07-22 07-22	bfz gGmbH Regensburg	“Project documentation with L ^A T _E X” as instructor German T _E XLive, T _E XStudio, Adobe Connect, Git Linux
01-22 05-22	secunet Security Networks AG Essen	Editor Concept Handbook German R Studio, BitBucket, Bookdown, Markdown, Git Windows
01-21 12-25	DFS Aviation Services GmbH Langen	System User Manuals, Tests, Test execution (FAT & SAT) / various Clients English DOORS, Office, Virtual Maschine, L ^A T _E X, Jama Connect, Git, GitLab Windows, Linux
04-19 04-19	LUCOM GmbH Fürth	Manuals for new Version German, English L ^A T _E X, Graphical Software, Browser, Git Windows
08-18 08-18	Mindshare GmbH Frankfurt am Main	Test Execution Status German Office Windows
07-18 10-20	Bundeskriminalamt Wiesbaden	Editor Database Manual German Office, HTML Windows
03-18 04-18	Mindshare GmbH Frankfurt am Main	Test Conception Status German Office Windows
10-17 05-18	Finanz Informatik GmbH & Co. KG Münster (Westfalen)	Manuals, Specifications, Editorial Work German Noxum, Office, Browser, Graphical Software Windows
07-17 07-17	Advantech B+B Smartworx Ltd. Ireland	Translation of Brochure and Flyers German Office, Browser Windows
05-17 07-17	MB Connect Line GmbH Dinkelsbühl	Installation Manual Virtual Server German, English Browser, Graphical Software, Smart Media Creator Windows, Linux

Begin End	Client Location	Project Language(s) Programs Operating System
MM-YY		
05-17 04-17	MB Connect Line GmbH Dinkelsbühl	Corrections Online Help German, English Browser, Graphical Software, Smart Media Creator Windows, Linux
05-17 04-17	Advantech B+B Smartworx Ltd. Ireland	Translation of PR Text and Flyer German Office, Browser Windows
12-16 12-16	LUCOM GmbH Zirndorf	Rework and Adjustment of a Manual German, English L ^A T _E X, Graphical Software, Browser, Git Windows
12-16 12-16	Advantech B+B Smartworx Ltd. Ireland	Translation of Manuals German L ^A T _E X, Graphical Software, Browser, Git Windows
09-16 12-16	MB Connect Line GmbH Dinkelsbühl	Online Help for Application German, English Browser, Graphical Software, Smart Media Creator Windows, Linux
07-16 08-16	home2net GmbH Wörth an der Donau	Manual for Device (Smart Cloud Solution) English L ^A T _E X, Graphical Software, Browser, Git Windows
09-15 04-16	Boehringer Ingelheim Pharma GmbH & Co. KG Ingelheim	Analyses, Restructuring and Re-Work of Standard Operation Procedures English Office Windows
03-15 03-15	iBrams GmbH & Co. KG Frankfurt am Main	User Manual for a new Interface (Online Shop System) German HTML, Graphical Software, Browser, Git Windows
10-14 11-14	LUCOM GmbH Zirndorf	Manual for Remote Cluster Appliance German, English L ^A T _E X, Graphical Software, Browser, Git Windows, Linux
10-14 11-14	LUCOM GmbH Zirndorf	Hardware Manual (Alarm modem) German, English L ^A T _E X, Graphical Software, Browser, Git Windows, Linux
05-14 06-14	Deutsche Vermögensberatung AG Frankfurt am Main	Documentation of Access Control System/Editorial Work on internal Wiki German Browser, Confluence Windows
05-14 05-14	Conel s.r.o. Ústí nad Orlicí III.	Customisation of Manual for Remote Cluster Appliance English

Begin End	Client Location	Project Language(s) Programs Operating System
MM-YY		
		$\LaTeX$, Graphical Software, Browser, Git Windows, Linux
12-13	Conel s.r.o.	Translation of Router Manual (new sections)
12-13	Ústí nad Orlicí III.	German $\LaTeX$, Graphical Software, Browser Windows, Linux
11-13	Deutsche Flugsicherung GmbH	System User Manuals, Tests, Test execution
08-14	Langen	English Office, DOORS, Rational Publishing Engine, Git Windows, Linux
10-13	Wieland Electric GmbH	Customisation of Manual for Remote Cluster Appliance
10-13	Bamberg	German, English $\LaTeX$, Graphical Software, Browser, Git Windows, Linux
03-13	LUCOM GmbH	Manual for a Remote Cluster Appliance /
08-13	Zirndorf	Trainer for $\LaTeX$ German, English $\LaTeX$, Graphical Software, Browser, Git Windows, Linux
05-12	Deutsche Flugsicherung GmbH	System User Manuals, Tests, Test execution
08-13	Langen	English Office, DOORS, Rational Publishing Engine, Git Windows, Linux
12-08	Steganos GmbH	→ see Description of Project: Steganos
03-09	Frankfurt am Main	German Help Compiler, Graphical Software, Device Emulator Windows
02-08	hlp Informationsmanagement GmbH	Online Help Idea Management Application
03-08	Eschborn	German Browser Windows
10-07	GPSoverIP GmbH	Manual Navigation/Online Tracking Device
12-08	Schweinfurt	German, English $\LaTeX$, Graphical Software, Browser, Git Windows
06-07	IBM Deutschland GmbH	→ see Description of Project: IBM
03-12	Frankfurt am Main	German, English XML-Editor, Browser, Graphical Software, Office Windows, Linux, AIX
05-07	efiport AG	E-Learning Fit for MiFID
05-07	Frankfurt am Main	German HTML, Graphical Software, Browser Windows
04-07	Babypause/Baby Break	Parental Leave
07-07	Frankfurt am Main	

Begin End	Client Location	Project Language(s) Programs Operating System
MM-YY		
09-06	1&1 Internet AG	Evaluation of a new Wiki Version and Plugins for Information Retrieval
12-06	Karlsruhe	German Browser, Office, Twiki Windows, Linux
03-05 09-09	D-Link Deutschland GmbH Eschborn	→ see Description of Project: D-LINK German, English L ^A T _E X, Graphical Software, Browser, C++-Compiler Windows, Linux
11-04 11-05	Atos-Origin GmbH Köln	→ see Description of Project: ATOS-Origin German Office, Graphical Software, Browser Windows, Linux
08-04 08-04	DAP Systems GmbH Frankfurt am Main	→ see Description of Project: DAP-Systems 2 English HTML-Help-Workshop, Graphical Software, Browser Windows
07-04 08-05	DAP Systems GmbH Frankfurt am Main	Re-work of an existing Online Help into HTML standard as preparation for the next release German HTML-Help-Workshop, Graphical Software, Browser Windows
11-03 08-05	DAP Systems GmbH Frankfurt am Main	→ see Description of Project: DAP-Systems 1 German HTML-Help-Workshop, Graphical Software, Browser Windows
seit/since 11-03	M.Kraft - Software-Dokumentation Frankfurt am Main	Freelancer for Documentation of Hard- and Software

Description of Project: Steganos

- Online Help and Support for Quality Assurance (Encryption/Security Application for Mobile Devices)

Description of Project: IBM

- Next Generation Network (platform for online communication)
 - Server
 - Applications
 - Online Help
 - Translation of Presentations

Projektbeschreibung: D-LINK

- Translation and localisation of hardware documentation ($E \rightarrow G/G \rightarrow E$)
- Translation and localisation of graphical user interfaces (GUI)
- Translation, localisation, (re-)design of data sheets
- For newly developed devices: manuals, graphical user interface, installation wizard (E and G)
- Conceptual design, development and implementation of an internal product database

Description of Project: ATOS-Origin

- Documentation of Installation and Deployment of the Portal and its Software:
 - Server
 - Web Server
 - Database Server
 - Database Software
 - Application Server
 - 2 Content Management System
- Editorial tasks
- Test of manuals for installation and deployment
- Investigations

Description of Project: DAP-Systems 1

- Transform existing online help into html standard
- Edit texts and work on screenshots
- Create a new design for online help
- Work in changes made since the last edition of help

Description of Project: DAP-Systems 2

- First-step-guidelines for a customer in Sweden

Duration of Freelancer Projects

In this table projects are summed up per client. Please note: The business connections partially lasted for several years and/or projects were processed in parallel.

Duration (month)	Project	Location
1	Übersetzung von Broschüre und Flyern	Irland/Frankfurt am Main
1	Übersetzung von PR-Text und Flyer	Irland/Frankfurt am Main
1	Übersetzung von 5 Handbüchern	Irland/Frankfurt am Main
1	Kundenspezifische Anpassung des Handbuchs zur RCA	Irland/Frankfurt am Main
1	(Teil-)Übersetzung eines Hardware-Handbuchs aus dem Englischen	Irland/Frankfurt am Main
1	E-Learning Fit for MiFID	Frankfurt am Main
1	Benutzerhandbuch zu einer neuen Schnittstelle	Frankfurt am Main
1	Überarbeitung und Anpassung eines Handbuchs	Zirndorf/Frankfurt am Main
1	Autorenkorrekturen an Online-Hilfe für Anwendung	Dinkelsbühl/Frankfurt am Main
1	Kundenspezifische Anpassung des Handbuchs zur RCA	Bamberg/Frankfurt am Main
1	Projektdokumentation mit L ^A T _E X als Dozent	Regensburg
2	Online-Hilfe für Anwendung	Eschborn
2	Handbuch für Gerät	Wörth a.d. Donau/Frankfurt am Main
2	Handbuch zur Remote Cluster Appliance	Zirndorf/Frankfurt am Main
2	Handbuch für Hardware (Alarmmodem)	Zirndorf/Frankfurt am Main
2	Installationsanleitung Virtueller Server	Dinkelsbühl/Frankfurt am Main
2	Testkonzeption Status	Frankfurt am Main
3	Dokumentation eines Zugriffssystems / Arbeiten am internen WIKI	Frankfurt am Main
4	Evaluierung einer neuen Wiki-Version und von Plugins	Karlsruhe
4	Online-Hilfe für Anwendung	Zirndorf/Frankfurt am Main
4	Online-Hilfe für Anwendung	Dinkelsbühl/Frankfurt am Main
4	Datenverschlüsselung/Sicherheit auf mobilen Geräten	Frankfurt am Main
5	Konzepthandbuch secunet monitor	Essen
6	Handbuch für Remote Cluster Appliance/L ^A T _E X-Schulung	Zirndorf/Frankfurt am Main
6	Online-Hilfe für Anwendung	Düsseldorf/Frankfurt am Main
8	Restrukturierung und Überarbeitung von Standard Operation Procedure	Ingelheim
8	Handbücher, Fachkonzept, redaktionelle Arbeiten	Münster
20	Flugsicherungssystem für Kanada	Langen
12	Webportal für die Deutsche Post	Köln
15	Handbuch für Gerät	Schweinfurt/Frankfurt am Main
21	Datenbank-Handbuch	Wiesbaden
24	diverse Projekte Software-Entwicklung	Frankfurt am Main
54	diverse Projekte Hardware-Hersteller	Eschborn
58	NGN-Plattform für Telefonie	Frankfurt am Main
60	Flugsicherungssystem für Kachastan und weitere Endkunden	Langen

PROFESSIONAL EXPERIENCE

AS EMPLOYEE

February 2002 -- March 2003

Frankfurt/Main

Industry: Software development

Product(s): Device drivers and application software

Position: System and software tester

Task(s):

- Test system and software for cash machines and devices
- Quality assurance for software and printing matter
- Improve and develop concepts for test environments
- Establish and prepare test environments
- (Re)write test documentation
- (Re)write software documentation and online help
- Work on client site for more testing

Language(s): German

Operating system(s): Windows; OS/2

Programs used: HTML Help Workshop, HTML editor, graphical software, browser

December 2000 -- January 2002

Schwalbach

Industry: Software development

Product(s): Content Management Systems (CMS)

Position: Technical writer and quality manager

Task(s):

- Write documentation (handbooks and online help) for software
- Create new concepts for software documentation
- Quality assurance for software and all printing matter
- Internationalisation of software
- Organise and supervise printing of handbooks

Language(s): German, English

Operating system(s): Windows

Programs used: HTML Help Workshop, HTML editor, graphical software, browser, L^AT_EX editor, ColdFusion, Java

October 1998 -- November 2000

Eschborn

Industry: Software development

Product(s): Log file analyser for Web-, Shop- and Streaming-Servers

Position: Quality assurance/management and documentation of software

Task(s):

- Quality assurance/management
- Documentation of software (GUI, Online help, manuals)

Additional tasks:

- Project manager for localisation and internationalisation of software
- Successfully launched a new department for localisation and internationalisation
Became head of the new department (5 persons)
- Co-ordinate translation work with in-house and external translators.

Language(s): German, English

Operating system(s): Windows

Programs used: L^AT_EX-Editor, HTML Help Workshop, HTML editor, graphical software, browser, Resource editor, Visual SourceSafe, Trados, Help Workshop

May 1997 -- June 1998

Berlin

Industry: Civil service

Position: Librarian in Information Services

Task(s):

- General information desk.
 - Information desk for literature, travel and general interest.
 - Information desk for law, economy and technical information.
 - Information investigation for customers in databases, the internet, etc.
 - Administrator for the internal CD-ROM information network for the whole library.
 - Acquisition of books and other media for general information.
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