

# Haitham Razagui

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## Employment

*Technical Author, Capita Children's Services, Bedford, UK (Jun 2008-Jan 2010)*

As part of the Publications team, my ability to grasp technical concepts placed me well in my role of overhauling, writing and maintaining the documentation for Capita's most complex and innovative flagship school management software products. I worked in a busy software development environment, with daily exposure to technologies including SQL, SharePoint, Active Directory and enterprise-level client/server applications.

I documented rapidly evolving software, with bi-monthly updates. To keep up with progress, good time management was vital and I successfully maintained good relationships with customers, product and project managers, analysts, developers and consultants across all departments.

With my eye for design and usability, I also introduced improved ways of delivering information to customers in a user friendly manner and was admired for always looking to innovate and find better ways of presenting information.

Training undertaken: *Author-it, Innovative Problem Solving, Presentation Skills.*

*Career break (Oct 2006-Apr 2008)*

An 18-month backpacking, motorcycling and driving trip around India, Nepal, Malaysia, Singapore, Australia and New Zealand. I worked as a tyre fitter/junior mechanic in Perth as well as on farms in country WA and Victoria.

*Information Designer, Kudos Information, Wilmslow, UK (Sept 2003-Oct 2006)*

Kudos benefited from my range of software knowledge and ability to learn new tools and concepts very quickly. I worked, often simultaneously, on projects of widely different nature, for clients including military engineering, vehicle diagnosis, laboratory equipment, computers, telecoms, hotels, airlines and a project that had me living in Hungary to write XML single-sourced software documentation for Ericsson.

Working within an ISO9000:2000 approved project methodology (that I was involved in developing), my role was often customer-facing, involving consultancy and working closely with senior executives within high-profile organisations to understand their business needs and ensure a successful outcome for each project.

I was trusted by both my employer and customers to research and innovate, produce requirements documentation, help with high revenue earning project proposals and see projects through to successful completion.

Training undertaken: *Userfocus Usability Training, Presentation Skills.*

*Information Designer, Enterprise IDU, Newport Pagnell, UK (2001)*

Put Information Design theory to an unusual use - creating usable systems of signage, maps and staff training to help people find their way round large, complex buildings such as hospitals and museums.

## Strengths & Qualities

**Versatile, skilled and experienced**

Having experienced a wide range of working environments and having spent time travelling and working overseas, I am flexible and confident in tackling any challenge. I am comfortable with being thrown into the deep end and am proud to have contributed to numerous complex projects for high-profile clients such as Microsoft, Sun Microsystems, Hewlett Packard, Virgin Atlantic and Intercontinental Hotels amongst many others.

**A hard worker**

I have a good track record with all my employers - through hard work, dedication, quick learning and applying my skills to the full. I have always been trusted to produce quality work and manage my own projects with minimal supervision.

## Hobbies & Interests

Cars, motorbikes, cycling, jogging, swimming, walking, outdoor life and travel. In 2009 I took part in the London to Brighton charity bike ride and captained an orienteering and assault course team for the annual Capita Challenge fund raiser.

## Software Knowledge

*Experienced*

Adobe Acrobat Pro  
Adobe InDesign  
Adobe Illustrator  
Corel Paint Shop Pro  
Carbon Viewlet Builder  
TechSmith Snagit  
Microsoft Visio  
Microsoft Word

*Intermediate*

Adobe Audition  
Adobe Photoshop  
Epic Editor (XML)  
FrameMaker & SGML  
Microsoft Excel  
Microsoft PowerPoint  
OpenOffice/StarOffice  
Quark Xpress

*Competent*

Author-it  
Interface design  
KomoZer  
Macromedia Dreamweaver  
Macromedia Flash  
PDFMark  
Word templates & macros

## Testimonials

Haitham has unfailingly proved to be a lively and cheerful colleague with a great sense of fun, while at the same time showing great determination in understanding and describing a rather abstruse software product. I can heartily recommend him to you as an employee.

*David Stott (Capita Children's Services)*


When we worked together, Haitham was a forward thinking and innovative young man with an intuitive grasp of any and all things technical. This talent consistently allowed him to deliver better quality work faster. Haitham is useful, reliable and charming and definitely a safe pair of hands.

*Richard Pineger (Kudos Information)*

Haitham is entrepreneurial in his approach to project challenges and combines a special blend of technical awareness with creativity. He has a flair for visualising a user centred solution and defining and creating 'a product' which fits through proactive research and piloting of software and tools to achieve his goals. He also has the ability to take into account the creative, technical and commercial aspects of his work. Haitham is a unique asset to any team, quietly confident and a perceptive and dedicated individual.

*Necla Evans (Kudos Information)*

## Project examples

	<p>Producing a menu system to help customers find the right documentation each area of SIMS. I developed and maintain the well-received Documentation Centre and What's New page, an attractive and user-friendly way of accessing the various forms of user documentation across all SIMS modules. <i>Tools used: Adobe Acrobat Pro, Adobe Illustrator, Microsoft Visio.</i></p>
	<p>Original authoring of technical handbooks for new school management software products. Overhauling and maintaining technical and user documentation for existing high-end products. Despite 18 months on the road and two months job-hunting, I quickly became an integral member of the Publications team, familiar with my areas of responsibility and producing quality system documentation for Partnership Xchange, which has gone on to become an award-winning product. I also created from-scratch handbooks for several products including the new SOLUS3 silent upgrade system. I overhauled the technical document set and produced new user handbooks and quick reference sheets for SIMS Learning Gateway and Active Directory Provisioning, both being complex client/server software applications. <i>Experience gained: SQL Server, Microsoft SharePoint, Microsoft Active Directory, Windows Server.</i></p>
	<p>Consultancy, FRS and solution design for a fire life safety training schedule and tracking system Providing consultancy, requirements specification, project management and delivery to IHG for its requirement of distributing safety training to geographically and linguistically disparate employees, whilst providing tracking to record the employees' completion of each training module. A tight budget dictated the use of bespoke third-party calendar software; client supplied training materials (published in PDF with extra capability and navigation features added) and an easy-to-use Flash front-end with documentation, all translated into five languages. <i>Tools used: Microsoft Word, Adobe Acrobat Professional, DualitySoft CalendarScope (and the customisation thereof), Macromedia Flash, Typhoon Autorun</i></p>
	<p>Layout, template design and authoring maintenance manuals for military minesweeping hardware Worked on a project team to update existing manuals to a new user friendly format whilst including product changes. A highly demanding client who constantly pushed for my team to add value, which led to a breakdown of collaboration between some team members. I organised regular workshops to bring the team back together and help turn the project around.</p>
	<p>Original design and authoring of a user guide and quick start guide for a new vehicle diagnostic product Total creative and authoring responsibility, setting the standard for future Teradyne Diagnostic Solutions product manuals. Worked closely with client management to meet their requirements. <i>Tools used: Microsoft Word, Adobe Structured FrameMaker, Adobe InDesign</i></p>
	<p>Developing and building the user interface for the online and CD-ROM editions of various corporate standards manuals Devised a user-friendly navigation solution and CD-ROM front-end for the electronic publishing of business process information across the range of InterContinental brands. Created navigation screens to navigate between the PDF published sections of the manual and auxiliary modules. Also added extra capability into the content PDFs to aid navigation and printing tasks. I was responsible for project managing the later projects of this type. <i>Tools used: Adobe Acrobat Professional, Adobe Illustrator, Typhoon Autorun</i></p>
	<p>Development and execution of usability tests for the corporate intranet Designed and ran a usability studio at Virgin Atlantic HQ to assess the company intranet. The test was carried out with intranet users of varying background, role and experience. Used two types of observation to carry out the testing and Microsoft Excel to analyse the findings. Helped produce a report that formed part of a bid to carry out the necessary work. <i>Tools used: Microsoft Word, Microsoft Excel</i></p>
	<p>Writing single-sourced XML documentation for mobile network dimensioning software Producing documentation for a GSM &amp; UMTS network dimensioning software tool in XML using the DocBook schema. Writing original material and re-purposing existing content into a task based, UCD approach, published as HTML and PDF. <i>Tools used: Epic XML Editor</i></p>
	<p>Creating an e-learning tool for training staff to use a newly implemented service bulletin product Wrote scripts and storyboards based on existing training materials and created viewlets and quizzes to ensure users understood how to use the product. <i>Tools used: Qarbon Viewlet Builder, Macromedia Flash, Microsoft Word</i></p>

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