# Michelle Blair MA, BEng, PRINCE2

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*A technical author and project manager; a PRINCE2 practitioner with experience
in the Oil & Gas, IT, Medical, Energy and Utility industries*

## Skills and Attributes

- Designing and creating a wide range of publications, including: design specifications, user guides, installation guides, reference manuals, operation and maintenance manuals, sales proposals, training material, reports, publicity material, newsletters, web pages and email marketing

- Extensive proofreading experience and an eye for detail

- Planning, managing and contributing to multiple projects with critical budgets and timescales

- Designing and implementing effective standards

- Managing and developing a web design business for public and private sector

- Managing and developing a technical publications house

- Standardising on tools, procedures and standards to provide a cost effective service

- Using a wide range of tools: FrameMaker, Interleaf, MS Office, MS Project, MS Sharepoint, Dreamweaver, Photoshop, RoboHELP, Acrobat, HTML, PRINCE and Information Mapping

- Holds Enhanced Disclosure and Basic Disclosure (Scotland)

## Career                                                    S

**Director of Full Stop Ltd 2008 – Present**

**Technical Communicator, Writer, Web Designer and Project Manager**

- National Grid Carbon:

    - Authoring for NGC's White Rose Carbon Capture and Storage (CCS) Project: edit, rewrite and collate a series of reports as public information as part of the Front End Engineering Design Contract agreed with the Department of Energy and Climate Change (DECC)

    - Authoring for NGC's EEPR CCS project: Producing the public final close-out report for the Don Valley Power Projects. Detailing the transportation of captured $CO_2$ via a network of underground and subsea pipes, to a suitable storage location

    - Creation of templates with document style guide and subsequent formatting of management procedures, policies, guidance documents, specifications and project requirements

- SBM Offshore: Operation and maintenance manuals for Floating Production Storage and Offloading (FPSO) vessels, turret mooring systems and CALM buoys. SBM Offshore carries out the detailed engineering and supply of most types of offshore terminals and related equipment. Projects include: Shell Stones FPSO, BP QUAD 204 FPSO, Petrobras Cidade de Saquarema, Marica, Ihabella and Anchietta FPSOs, ENI N'Goma FPSO, Noble Aseng FPSO, Grupo EBX OSX 2 FPSO and Statoil Asgard A FPSO

- National Grid Gas: Editing and proofreading of engineering purchase specifications for compressor stations and Above Ground Installations (AGI)

- Tidal Energy Ltd: Developed DeltaStream patent technical paper and white paper for Tidal Energy's renewable power generation tidal energy solution
- The Grange School, Hartford: Training IT Staff in Effective Communication, designing and delivering a series of workshops
- Transactis Ltd (CDMS): Development of user and administration documents exploring modules and APIs for an Ansi C based deduplication software suite for matching customer records
- Enpure: Works manuals for water treatment works produced for Scottish Water for their Q&SIII tranche of work
- Balfour Beatty/Birse Water: Paper-based and electronic documentation for Scottish Water Q&SIII equipment installation for waste and clean water pumping stations and treatment works
- Unilever R&D: Word and Excel templates, designing project management forms for their corporate machinery purchasing procedure
- Siemens Medical Products Ltd: Printer proof check of medical equipment user manuals in English and foreign languages
- Jeff Gosling Hand Controls Ltd: Website design, site maintenance training and marketing publications; to market car adaptation products to car dealerships and potential customers
- Lancashire Dining Club: Platform migration and website advice
- Full Stop Ltd: Website design and development to advertise technical publications products

**A varied career at The National Computing Centre Limited 1994 - 2008**

**Group Manager, Web Development and Standards, reporting to the CEO, 3/06 – 11/08**

- Developed, authored and maintained ncc.co.uk, Intranet, and web deliverables, to quality, cost, functionality and timing requirements, to reflect group strategy and activities
- Introduced a web policy and style guide for business managers, designers and developers
- Implemented processes to ensure that all the sites follow good web design principles and have a consistent level security and quality control to maintain our ISO 9001 and BS 7799 certifications
- Working at a strategic level to ensure that the group of companies adheres to the umbrella company's plan; liaising with managers to deliver advice and guidance to further their business

**Head of Content Management Solutions, Internet Solutions Division, 6/02 – 3/06**

- Established and developed a new web consultancy facility 'Internet Solutions Division' (ISD) to deliver web hosting, development and optimisation services to private and public sector
- Researched and produced a wide range of standard 'boilerplate' templates to manage the development and delivery of the ISD design product set
- Researched and produced proposals to win business after evaluating proposal requests and determining strategic importance of bid; managing responses to all customer questions
- Project management of ISD contracts; supervised and led a team of developers and designers in delivering to quality, cost, functionality and timing requirements
- Customers included: Office of the e-Envoy (HMG Cabinet Office), DTI, GovTalk, NCVO, Associated Octel (Innospec), AWM, AIRTO, IITT, CIO-Connect, HFEA, Leicester CC, Renfrewshire CC, Essex FA

**Head of Web and Documentation NCC Membership Limited, 8/99 – 6/02**

- Controlled department budget and scheduling and allocating work
- Managed the development, production and maintenance of documentation, on-line help and websites to ensure that deliverables met customers' requirements
- Established documentation standards, procedures and work instructions for ISO 9001 registration

- Liaised with business managers, corporate team and marketing to ensure appropriate representation of the business on their websites and with IT infrastructure and security team to ensure that the sites and the related infrastructure was reliable

### Documentation Manager, Systems Engineering Division, 3/97 – 8/99

- Recruited, trained, supported and appraised publications staff; controlling department budget and scheduling and allocating work
- Researched, wrote and edited a wide range of publications (using UNIX, Windows, FrameMaker, Interleaf, Information Mapping, Word for Windows, etc.) included: software and open systems user documents, training material, sales proposals, OHPs and newsletters
- Created and establishing documentation standards and procedures following ISO 9001
- Marketed team's expertise and developed publications-related business opportunities, customers included Northern Ireland Industrial Bank, Manchester CC, DTI and Evans Halshaw

### Consultant, Professional Services, 1/96 – 3/97

- Provided advise and training through the DTI's Information Society Initiative, introducing local business to the internet in the NCC based pilot regional support centre
- Developed training material to teach HTML
- Researched and produced proposals to win business after evaluating RFPs
- Produce a series of TARGET software user guides for Northern Ireland Industrial Bank

### Technical Author, Systems Engineering Division, 1/94 – 1/96

- Wrote and edited a range of publications (using Ventura Publisher, FrameMaker, Adobe Acrobat, RoboHELP, Word for Windows, etc.); software user, administrator and maintenance guides, newsletters, adverts, presentations, brochures and reports
- Designed and implemented templates using FrameMaker
- Worked with open systems testing team to document their message handling and Interconnection conformance testing products in OSI, TC/IP, X400 and X800
- Liaised with software design teams, marketing and sales teams to ensure that the documentation complemented product development, products included DPRS, FileTab and CentreLink
- In 1995 researched HTML and graphics on the internet to exploit the technology, using NCC's intranet as a sandpit, developed and published the first membership organisation website in the UK

## *Education and Training*

**The National Computing Centre Ltd**
1994 – 2008: 'MS SharePoint', 'XML', 'PRINCE 2 Management Foundation and Practitioner including exams', 'Programme Management Master Class'; 'Finance for Non-financial Managers'; 'Writing for Online Training Software', 'FrameMaker 2.0 Foundation/Advanced'; 'How to Design On-line User Documentation'; 'Introduction to PRINCE'; 'Indexing Documentation' 'Internal Quality Auditing', 'TickIT in Detail', 'OSI Technical Training'; 'Information Mapping', 'GUI Design'; 'Managing Appraisals'

**Manchester Metropolitan University**
1990 – 1992: MA Industrial Design
1986 – 1990: BEng (Hons) Engineering

**Cardinal Langley High School**
1979 – 1986: 4 A' Levels, 9 O' Levels

## *Interests*

Reading, walking, gardening and yoga.