

# STEPHEN HELMS

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**Stephen is a consultant and documentation specialist with a consistent record of achievement in international communications. As the interface between technical and business people he produces high quality web sites, documentation and training courses on time and on budget. He is adept at developing and / or using documentation standards for complex financial and technology organisations and training staff in using the latest software tools (PC and networks).**

**He has established and managed CHL since 1989 producing clear and concise calls for tender, proposals, reports, business plans, procedures, help systems and web sites for international clients in finance, telecommunications & IT, broadcasting, tourism and in European administration.**

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## PRINCIPAL ACHIEVEMENTS

### *Advice, Documentation & Training*

- Development of Microsoft SharePoint 2010 Wiki and Content Management System for the business processes and computer systems used for nearly €7bn of air route charges. Developed Help system and trained administrators and users.
- Called in as interim Communications Manager for European Air Traffic Control organisation. Worked as the MIS web master using TeamSite web content and CDMS document management software and created innovative documentation standards/templates. Produced annual reports and business plans on time as well as regular newsletters, service delivery documentation and educational videos for Word, Excel and TeamSite.
- Developed and presented a customized Technical Writing training course for a Telecommunications company. Developed online training version of course of IT Operations & Security Compliance course.
- IT Operations & Security Compliance Documentation (COBIT, ITIL, SOX, CLERP) – 3 month development & training project for 180 delegates of a 400 strong IT organization in an Irish Telecommunications company. Provided tutorials on ITIL process and procedure document development.
- Sarbanes-Oxley questionnaires, preparation, testing and remediation advice. Sarbanes-Oxley (SOX) documentation for hardware vendor's accounting and IT issues in Paris and London.
- Project managed SOX testing project in four countries for a major ITIL-based American chemical company.
- SOX Consultancy and documentation for a mobile top-up services company in the UK. Delivered documentation standards, key controls, interviews and Narratives for internal and external auditors.
- Designed and built Intranet / Internet systems / web sites, Internet Help and Acrobat files, context-sensitive, on-screen help technical reference documents, procedures and training materials for corporate clients including ERP, banking and finance, and broadcasting.
- Designed standards and templates for Internet, documents, complex forms and presentations.
- Designed, developed and maintained the web site for the host broadcast company for the 2002 FIFA World Cup™ and researched and wrote technical press material for download.
- Editorial support for construction project proposals of £85m+ and wrote business development proposals in recruitment, IT and telecoms, EFQM quality documentation, Drug Safety materials.
- Managed and wrote software and applications documentation, company brochures, newsletters, direct mail and press release items and established in-company standards for organisations and consultancies.
- Defined Internet / Intranet maintenance procedures and designed and built single-source support systems (UK, France & Korea). Trained fellow consultants on the methodology.
- Lectured on subjects including documentation development, marketing and sales, presentation skills, outplacement, interpersonal skills (transactional analysis), and PC software.

## Technology

- Continuous research to ensure up to date with current technology to perform on projects including ISO, ITIL, EFQM, Plone, MediaWiki, WordPress, SharePoint, Sarbanes-Oxley, IFRS.
- Trials and purchased software for documentation, processes image and help / web development.
- Knowledge and experience of hardware and software development lifecycles with a good conceptual understanding of enterprise architecture, Internet technologies and Microsoft technologies

## Business Management

- Founded CHL in 1989 in London & Paris (CHL is a network of consultants working in computing, marketing, human resources and finance). Established CHL as a documentation developer, trainer and vendor.
- Project Management and development of all client projects.
- BIS Training Marketing & Sales Management in 1976 managed a team of 18 (£5m+ by 1989).
- Managed teams of staff developing company literature and press material and psychometric tests.

## CAREER HISTORY

### Chelverton House Limited

Since 1989

Owner Director

- Full financial, audit and marketing responsibility for product / service selection and delivery.
- Developed and managed all projects in the UK, France, Ireland, the Netherlands, Germany, Spain, South Korea and Belgium. **Note:** Projects below often ran in parallel; not all projects are listed:

Year	Organisation	Activity
2011	EUROCONTROL	SharePoint Wiki Help System, Education Seminars & Coaching: Building on the 2009-10 project, customized web Help was developed and used to provide education & training to administrators and users.
2010-2011	EUROCONTROL	Call for Tender for a €Multi-million Software, Training & System Development project: A 315-page document detailing 12 Work Packages for software, methods, business processes, development and support supported by an extensive Glossary and Summary List of Requirements.
2009-2010	EUROCONTROL	Microsoft SharePoint 2010 Wiki and Content Management System for the documentation of the business processes and computer systems used for nearly €7bn of air route charges. Development of major structured documents for the SharePoint Library, together with content, unit and ownership criteria for selection.
2009	Jack in the Box	Writing standard text in Information Mapping format for the French, database-driven proposal generation system used for an American journal subscription company.
2008-9	SAP	Information Developer for two very technical writing projects: Service Orientated Architecture (SOA) and Intellectual Property Management. Used the proprietary SAP GUI, editors and Knowledge Warehouse with the EPIC XML editor in a Citrix environment. Writing to conform to the cascade of company documentation standards: general, enhancement packages and individual document types.
2007-2008	EUROCONTROL	Communications Manager for MIS / Finance Directorate: all forms of communication including Portal and email announcements for the outsource consortium, web site maintenance and design (TeamSite), document management (Hummingbird/Open Text) Directorate Newsletters (InDesign, PhotoShop), business plans & management reports (Word, Acrobat, Visio), presentations, production of videos for MIS presentations and software training (Camtasia, VideoStudio). Reviews of Service Delivery documentation. French/English interviews and translations.
2006	eircom Group plc	Developed and presented a customized Technical Writing training course for 180 delegates. Developed online training version of IT Operations & Security Compliance. Documentation course incorporating video and voice over using Microsoft Producer.
2006	Lazulinil and Debreteuil	New design and galleries for www.lazulinil.com in English and French. Demonstration designs for Debreteuil and Finest French Food web sites.
2006	eircom Group plc	IT Operations & Security Compliance Documentation (COBIT, ITIL, SOX, CLERP): managed, developed and presented a 3-month development & training programme for 180 delegates of a 400 strong IT organization in this Irish Telecommunications company. Training included tutorials on document development for ITIL processes, procedures and work instructions (and the use of Word, Acrobat, Visio). The project also required the use of SharePoint.
2006	Thomson NETg	System Administrator and User Guides for a system for training online (PlusPack v4).

Year	Organisation	Activity
2005	ICO Polymers	Managed a SOX testing project in four countries for a major American chemical company using ITIL. SOX 404 IT Controls testing by two CHL IT Auditors in France including IT Management, Change Control, Operations and Security testing. Then testing in the UK and the Netherlands and finally Italy. Wrote Project Summary.
2005	e-pay Ltd	e-pay provides the collection and distribution of electronic top-up services to mobile telephone operators. Provided house style, Key Controls, reviews of policies and continuity plans, interviewing and the collection of information. Produced first and second drafts of SOX descriptive documents or <i>Narratives</i> . Provided support through: <ul style="list-style-type: none"> <li>- Visio and Excel for complex processes and forms; Word support.</li> <li>- Reviews &amp; development of IT procedures, project / change management.</li> <li>- Conversion of reference documents; development of interactive templates.</li> </ul>
2005	Lazulinil	Built / maintained Lazulinil web site in English / French on an Egyptian ISP.
2004 - 2005	Jefferson Wells / Black Box	Documentation and translation of accounting questionnaires, initial interviews, narratives, testing and the provision in French of corporate advice from the US consultancy for the <a href="http://www.chelverton.com/html/sox_projects.html">http://www.chelverton.com/html/sox_projects.html</a> project.
2004 & 2005	Planning Technologists Ltd, London clients	Conversion and update web site using XDK Professional 2004. Provision of software and PC technical support for London clients; Information Mapping for public Intranet.
2004 & 2005	Lodge in the forest & Chelsea Dental Cosmetics	Built Lodge in the Forest, Forest Walking Weekends and Chelsea Dental Cosmetics websites (using NetObjects Fusion).
2004 - 2005	Thomson NETg	Documentation study, System Administrator, Country Administrator and User Guides for an Enterprise web-based Learning Management System (PlusPack v3).
2004	Searchspace Ltd	Operations Guide, Windows and Web Client User Guides in English and French for Société Générale (using FrameMaker).
2004	Lloyds TSB & TDM	Support Projects for Lloyds Group Policy and London Underground Communications. Systems Maintenance using HDK, Word and XDK.
2003	Vodafone Ltd	Structure, design and editing of an 8M Euro proposal for a mobile private network (MVPN) and circuit switched session control (CSSC).
2003	ISDD Ltd	Design and development of Concepts Guide, Reference Manual and User Guide for new search system based on Bayesian Statistics (using Word, Acrobat and XDK).
2003	Roche Products Ltd	Conversion of documentation for Regulatory Drug Safety database into single source document for print and Intranet. Developed complex templates with built-in Help (Word, Acrobat and HDK).
2001 –2002	HBS	Design and development of web site, presentations and printed press material for the host broadcaster of the 2002 FIFA World Cup™. Installation and maintenance procedures, single-source support systems. Managed CD production including animations, videos, sport, travel and cultural information. Trained writers in development and maintenance of the materials (France & Korea: MS Office, HDK).
2001	Atos Origine	Help documentation for online banking and portfolio management system for administrators; Installation Guide for technical Support staff in Paris and Lille. Interviews in French, product in English. (France: Word, Acrobat, HDK and HTML).
2001	Controlware GmbH	Conversion of technical communications hardware documents to HTML with Java Table of Contents (Word, HDK).
2001	AXA France	Lecturing and support on project planning & control in French (France).
2001	Alcatel	On-line documentation for mobile telephone network monitoring and back up systems (France: Arbortext and Interleaf).
2001	Spring.com	US\$15M proposal for ASP (Active Server Pages) Internet recruitment activity (Word).
2000-2001	Philips Semiconductors BV	European Foundation for Quality Management document for Philips worldwide.
1998-2000	Proteus Software	Managed and developed a major Master / 18-Slave Help system for UNIX ERP (Enterprise Resource Planning) suite, software supply and training.
1998-2001	Lincoln: Insurance/Pensions	Intranet of policy information and on-line advice for financial call centre. (Word, HDK).
2000	NESTA	User guide for JD Edwards Award Management system of National Lottery (Word).
1998	Alcatel	UNIX middleware documentation for telecoms software (France: Interleaf, RoboHelp).
1998-2000	Druid, Hitec, Lincoln, Volvo	Training in the use of the Help Authoring Tool HDK; Druid Intranet.
1998	Data General, ING Barings	On-line Help for the marketing and sales database of a hardware vendor; Intranet.
1997-8	EFG Private Bank	On-line Help and training for a Sybase relational Private Client marketing database.
1997	Integrated Sales Systems	On-line Help systems for core software and developing functional specifications.
1996-1997	BAA	On-screen information system for procurement management.
1994-1996	Bovis Construction	User manuals for contracting and construction management systems, on-line Help, templates for purchasing, proposal standards (Word, HDK).
1995	LQHT Housing Trust	User guide (Ventura) and training courses for an Informix database system.

Year	Organisation	Activity
1990-1993	Milk Marketing Board	User guides and reference manual (Ventura) for collections, deliveries and payments systems. Outplacement training for marketing staff.
1989-1990	Earls Court & Olympia	Project management and development of User guides, training materials and presentations (Ventura).

### ***BIS Applied Systems Limited***

**1977 - 1989**

International Marketing Services Manager / Training Sales Manager / Computer Aptitude and Personality Test Services Manager. Included structured analysis, design and programming Programmes/Projects, database, communications lecturing, business planning and managing translations.

### ***National Computing Centre***

**1974 – 1976**

Regional Salesman Target-based sales selling software, information services, education and standards

### ***International Computers Limited***

**1972 - 1974**

Technical / Copy Writer Writing software manuals and marketing and sales materials

### ***Royal Air Force***

**1966 – 1969**

Pilot Officer Pilot and Navigator (followed by University 1969-1972)

## **SOFTWARE SKILLS**

Work Activity	Software used
<b>Applications systems</b>	ERP (including JD Edwards) telecommunications, accounting systems (Sage), office suites, Desk Top Publishing, on-screen development, project management, scanning and OCR systems, document management system (Hummingbird/Open Text), web content management (Interwoven TeamSite and SAP Solution Composer), SAP Proprietary supplier time and expense recording and travel booking systems.
<b>Programming languages</b>	Basic, PLAN, FORTRAN, Algol, HTML.
<b>Operating systems</b>	George III, UNIX, DOS and Windows 3.x, 9x, Windows NT / 2000 and XP, AS400, Citrix.
<b>Desk Top Publishing</b>	Interleaf, Ventura, PageMaker, DeskPress, TimeWorks, Serif Publisher, Microsoft Publisher, FrameMaker, Arbortext Epic, Adobe InDesign.
<b>Word Processors / Spreadsheets / Shared Systems</b>	Word, WordPerfect, AmiPro; MultiMate, DECMate, CEOWrite (DG), SAP GUI editors, Knowledge Warehouse/Epic. Visicalc, Lotus 123, Quattro, Excel, Microsoft SharePoint 2010, Lotus Notes.
<b>On-screen documentation / web site development</b>	Acrobat, Doc 2 Help, ForeHelp, FrontPage, HDK, ReWorxs, RoboHelp, Actinic Catalog (e-commerce), Qarbon, XDK, NetObjects Fusion, Interwoven TeamSite, Open Text Hummingbird.
<b>Graphics / Imaging</b>	Visio, Paint Shop Pro, PhotoShop, Corel Draw / Paint, Photostyler, Ulead Gif Animator, PhotoImpact, MicroGraphX, IconMaker, Image Robot, Illustrator, SmartDraw.
<b>Presentations</b>	Microsoft PowerPoint, Lotus Freelance, Corel Presentations, Harvard Graphics.
<b>Video</b>	Lotus ScreenCam, Microsoft Windows Movie Maker, RoboDemo, Ulead Video Studio, Expo Walkthrough, Microsoft Producer, Pixela ImageMixer, TechSmith Camtasia.

## **PROFESSIONAL ASSOCIATIONS AND EDUCATION**

ISTC Fellow (Institute of Scientific and Technical Communicators); Manager of CHL Network of independent, senior consultants; Numerous technology and soft skills courses for hardware, software, communication and management; B.Sc. (Hons) Psychology, University of Reading (1969-1972)

## **PERSONAL**

**Status:** Single, Excellent health, Clean Driving Licence.

**Languages:**

- English (mother tongue) – expert written and spoken.
- French – fluent in business and socially.
- Dutch / German / Greek – appreciation and understanding.

## **TESTIMONIALS**

Client comments are on the web site at [http://www.chelverton.com/html/clients\\_comments.html](http://www.chelverton.com/html/clients_comments.html).