

STEPHEN HELMS

Chelverton House Ltd, 55 Chelverton Road, Putney, LONDON SW15 1RW
Tel: +44 (0) 20 8788 7458 Fax: +44 (0) 709 20 29312
CHL, 20 rue de la fontaine à mulard, PARIS 75013 Tel & Fax: +33 (0) 1 45 65 29 18
E-mail: stephen.helms@chelverton.com Internet: <http://www.chelverton.com>

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, training courses and videos 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.

PRINCIPAL ACHIEVEMENTS

Design & Development

- Designed and built Intranet / Internet systems / web sites, Help and Acrobat files, context-sensitive, on-screen help, technical reference documents, terms of business, procedures, training and video materials for corporate clients, banking and finance, and broadcasting.
- 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 software and applications documentation, company brochures, newsletters, direct mail and press release items and established in-company standards for organisations and consultancies Designed standards and templates for Internet, documents, complex forms and presentations
- Documentation for a Java, ORACLE-based purchasing system for selecting / managing experts for the European Commission. Wrote User Manual, Business Rules & Use Cases; managed & developed the HTML5 web help system.
- Developed the French (subtitled & voice-over) and German (subtitled) videos of 'How to use 'Visorcat', Marketing and Investment Pitch videos for Business angels.
- Designed, developed and maintained the web site for the host broadcast company for the 2002 FIFA World Cup™ together with daily newsletters, maintenance & support procedures.
- Sarbanes-Oxley (SOX) questionnaires, preparation, testing and remediation advice. SOX documentation for hardware vendor's accounting and IT issues in Paris and London.

Communications / Web Management

- Communications Manager & web master for the European Air Traffic Control organisation. Used TeamSite web content and CDMS document management software. Created innovative documentation standards/templates and annual reports and business plans, newsletters, service delivery documentation and educational videos.
- Managed SOX testing project in four countries for a major ITIL-based American chemical company.
- SOX project for a mobile top-up services company in the UK. Delivered documentation standards, key controls, interviews and Narratives for internal and external auditors.

Commercial Documents

- Editorial support for construction project proposals of £85m+, wrote business proposals in recruitment, IT and telecoms, EFQM quality documentation, Drug Safety materials.
- Developed €8M proposal for a mobile private network (MVPN) and circuit switched session control (CSSC).
- Developed €5M Call for Tender for system re-development of air route charges system.

Training

- Developed SharePoint 2010 Help system and trained administrators and users.
- Developed and presented a customized Technical Writing training course for Eircom.
- IT Operations & Security Compliance Documentation (COBIT, ITIL, SOX, CLERP) – Development & training for 180 delegates of a 400 strong IT organization in Eircom, (Irish Telecommunications). Developed online training version of course of IT Operations & Security Compliance course.
- Trained the 2002 FIFA World Cup™ documentation team.

- 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, Wikis, Sarbanes-Oxley, IFRS, Agile, SCRUM, Video development, video screen capture and editing, ePublications.
- Trials and purchased software for documentation, processes, image, videos 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.
- Proposals, Project Management, development and accounting for all client projects.
- BIS 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
2015	SCM	Study for a sub-contractor of a major aircraft manufacturer for engineering training requirement. Produced course specifications and French and English introductory videos (PowerPoint / Camtasia, PaintShop Pro and Audacity). Produced English-French Glossary, Key Points for Training, translations of HMIs and conducted live translations of training by the Project Manager.
2014	Visorcat French village Twinning	Developed the French (subtitled & voice-over) and German (subtitled) videos of 'How to use 'Visorcat', Marketing (English & French) and Investment Pitch videos for Business angels. Updated product user leaflet. Created Visorcat demonstration web site in WordPress. Assistance and translation for the Twinning Committee of a Touraine village.
2012-2013	Sword Technologies Brussels, Belgium	Technical writing project for a Java, ORACLE-based purchasing system for selecting/managing experts for the European Commission. Wrote the User Manual, 'reverse engineered' the documentation to include the Business Rules and the Use Cases. Using MadCap Flare (v 9) managed and developed the HTML5 web help system.
2011-2012	DTA, CHL, EUROCONTROL London, Paris, Brussels	Produced demonstration of a restructure / update look & feel of DTA / ITNEA web site using NetObjects Fusion; CHL software/consulting sales & research on doc / help systems; provision of PACbase Analyst / Programmer to CRCO, EUROCONTROL.
2011	EUROCONTROL Brussels, Belgium	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 Brussels, Belgium	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 List of Requirements.
2009-2010	EUROCONTROL Brussels, Belgium	Microsoft SharePoint 2010 Wiki and Content Management System for the documentation of the business processes and computer systems used for about €7bn of air route charges. Development of major structured documents for the SharePoint Library, together with selection criteria.
2009	Jack in the Box Paris, France	Wrote the standard text in Information Mapping format for the French, database-driven proposal generation system used for an American journal subscription company.
2008-9	SAP Waldorf, Germany	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 Brussels, Belgium	Communications Manager for MIS / Finance Directorate: all communication including Portal / email announcements for outsource consortium, web site maintenance and design, document management, Directorate Newsletters, business plans / management reports, presentations and production of software training videos. Service Delivery documentation. French/English interviews / translations.
2006	Eircom Group plc Dublin, Ireland	Developed and presented a customized IT Operations & Security Compliance (SOX / ITIL) training course for 180 delegates. Developed online training version of IT Operations & Security Compliance. Documentation course incorporating video and voice over using Microsoft Producer. Subsequently developed standard and customised version of a Technical Writing course.

Year	Organisation	Activity
2006	Lazulinil and Debreteuil Luxor, Egypt / Paris, France	New design and galleries for www.lazulinil.com in English and French. Demonstration designs for Debreteuil and Finest French Food web sites.
2006	Thomson NETg, London	System / Country Administrator and User Guides for a Java e-learning system (PlusPack v4 & KnowledgeBank).
2005	ICO Polymers UK, France, Netherlands, Italy.	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. Developed Project Summary Report.
2005	e-pay Ltd Basildon, UK	e-pay provides the collection and distribution of electronic top-up services to mobile telephone operators. Provided SOX house style, Key Controls, reviews of policies and continuity plans, interviewing and the collection of information. Produced SOX descriptive <i>Narratives</i> and support: - Visio and Excel for complex processes and forms and provision of Word support. - Reviews & development of IT procedures, project / change management - Conversion of reference documents; development of interactive templates.
2005	Lazulinil Luxor, Egypt / Paris, France	Built / maintained www.lazulinil.com web site in English / French on an Egyptian ISP.
2004 - 2005	Jefferson Wells / Black Box Paris, France	Documentation and translation of accounting questionnaires, initial interviews, narratives, testing and the provision in French of corporate advice from the US consultancy for the http://www.chelverton.com/html/sox_projects.html 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 (NetObjects Fusion).
2004 - 2005	Thomson NETg London, UK	Documentation study and System / Country Administrator and User Guides for an Enterprise web-based Java e-learning system (PlusPack v3).
2004	Searchspace Ltd London UK	Operations Guide, Windows and Web Client User Guides in English and French for Société Générale (FrameMaker).
2004	Lloyds TSB & TDM London UK	Support Projects for Lloyds Group Policy and London Underground Communications. Systems Maintenance using HDK, Word and XDK.
2003	Vodafone Ltd Newbury, UK	Structure, design and editing of an €8M proposal for a mobile private network (MVPN) and circuit switched session control (CSSC).
2003	ISDD Ltd London UK	Design and development of Concepts Guide, Reference Manual and User Guide for new Java-based search system using Bayesian Statistics (using Word, Acrobat and XDK).
2003	Roche Products Ltd Welwyn Garden City UK	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 Paris, France / Seoul, South Korea	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 and trained writers in development and maintenance.
2001	Atos Origine Paris, Lille, France	Help documentation for a Java online banking and portfolio management system for administrators; Installation Guide for technical Support staff in Paris and Lille. Interviews in French, product in English.
2001	Controlware GmbH Dietzenbach, Germany	Conversion of technical communications hardware documents to HTML with Java Table of Contents (Word, HDK).
2001	AXA, Paris, France	Lecturing and support on project planning & control in French.
2001	Alcatel, Velizy, France	On-line documentation for mobile telephone network monitoring and back up systems.
2001	Spring.com, London	US\$15M proposal for ASP (Active Server Pages) Internet recruitment activity.
2000-2001	Philips Semiconductors	European Foundation for Quality Management document for Philips worldwide.
1998-2000	Proteus Software Birmingham, UK	Managed and developed a major Master / 18-Slave Help system for UNIX ERP (Enterprise Resource Planning) suite, software supply and training.
1998-2001	Lincoln, Gloucester, UK	Intranet of policy information and on-line advice for financial call centre.
2000	NESTA; London	User guide for JD Edwards Award Management system of National Lottery.
1998	Alcatel; Velizy, France	UNIX middleware documentation for telecoms software.
1998-2000	Druid, Hitec, Lincoln, Volvo	Training in the use of the Help Authoring Tool HDK; Developed 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, London	On-line Help development and training for a Sybase relational Private Client marketing database.
1997	Integrated Sales Systems London	On-line Help systems for core software and developed functional specifications.

Year	Organisation	Activity
1996-1997	BAA; London	On-screen information system for procurement management.
1994-1996	Bovis Construction London, UK	User manuals for contracting and construction management systems, on-line Help, templates for purchasing, proposal standards (Word, HDK).
1995	LQHT Housing Trust UK	User guide (Ventura) and training courses for an Informix database system.
1990-1993	Milk Marketing Board Thames Ditton, UK	User guides and reference manual (Ventura) for collections, deliveries and payments systems. Outplacement training for marketing staff.
1989-1990	Earls Court & Olympia London, UK	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 / 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
Applications systems	ERP (including JD Edwards) telecommunications, accounting systems (Sage), office suites, Desk Top Publishing, on-screen development, project management, scanning and OCR systems, document management systems, web content management, SAP supplier time and expense recording / travel booking.
Programming languages	Basic, PLAN, FORTRAN, Algol, HTML. Docs / Help for systems written in most languages including Java.
Operating systems	George III, UNIX, DOS and Windows 3.x, 9x, Windows NT / 2000, XP & Win 7, AS400, Citrix, Android, Kies.
Desk Top Publishing	Interleaf, Ventura, PageMaker, DeskPress, TimeWorks, Serif Publisher, Microsoft Publisher, FrameMaker, Arbortext Epic, Adobe InDesign, Acrobat, Word.
Word Processors / Spread sheets / Shared Systems	Word, WordPerfect, AmiPro; MultiMate, DECMate, CEOWrite (DG), SAP GUI editors, Knowledge Warehouse/Epic. Visicalc, Lotus 123, Quattro, Excel, Microhouse SharePoint 2010, Lotus Notes, Open Office, Plone, MediaWiki, WordPress, I.R.I.S. OCR, Dropbox.
On-screen documentation / ePublications / web sites	Acrobat, Actinic Catalog (e-commerce), Captivate, Doc 2 Help, FlippingBook, ForeHelp, FrontPage, HDK, Interwoven TeamSite, MadCap Flare, NetObjects Fusion, Open Text Hummingbird, ReWorxs, RoboHelp, SAP Solution Composer, XDK.
Graphics / Imaging	Visio, Paint Shop Pro X6, PhotoShop, Corel Draw / Paint, Photostyler, Ulead Gif Animator, Photolmpact, MicroGraphX, IconMaker, Image Robot, Illustrator, SmartDraw, Snagit, Snap.
Presentations	Microsoft PowerPoint, Lotus Freelance, Corel Presentations, Harvard Graphics.
Audio / Video	Audacity, Creative, Lotus ScreenCam, Microsoft Movie Maker, Adobe RoboDemo & Captivate, VideoStudio X6, Expo Walkthrough, Microsoft Producer, Pixela ImageMixer, Qarbon, TechSmith Camtasia.

PROFESSIONAL ASSOCIATIONS AND EDUCATION

ISTC (Institute of Scientific and Technical Communicators) Fellow and member since 1993.
Manager of CHL Network of independent, senior consultants.

Numerous technology and soft skills courses for hardware, software, communication and management; CHL Reaearch.
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 limited understanding.

TESTIMONIALS

Client comments are on the web site at http://www.chelverton.com/html/clients_comments.html.