

*Stephen Arthur, M.F.A., M.Sc.

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Technical Writer & Content Developer



- Diverse project experience
- Gifted writing professional with alternative careers in fine art and hard science
- Strong skills in planning, writing, and editing for user manuals, procedures, trades training, white papers, publications, proposals, and video scripts
- Rigorous, accountable, self-starter
- Master of Science degree
- Seeking to contribute to team-building, vision, and growth
- Writing samples at: sxa-portfolio.com

Strong interpersonal skills—from interviewing and collaborating with diverse subject matter experts; from mediating and negotiating with stakeholders; from showcasing technical products effectively for different audiences; as a liaison obtaining reviews and approvals of documentation; and as a user advocate.

Selected Recent Contracts

Impact BC—Practice Support Program (an alliance between BC Ministry of Health Services, the BCMA, and provincial health authorities)

Originated a series of training guides to help BC family physicians be proactive in managing care for patients with chronic ailments. Guides included *Adopting the Chronic Disease Management Toolkit*, a Web-based health-informatics tool. Response was extremely positive—1,283 physicians enrolled by Feb. 2009, with a preliminary survey showing a positive impact on both patient care and physician satisfaction. 2006–2009

BC Transmission Corporation

Performed comprehensive substantive editing of BCTC's 2008 *State of the Transmission System Report* for submission to the Utilities Commission, accurately judging which information pertained to how the current state of the system matched BCTC's strategies for growth. 2008

CHC Helicopter Global Operations (software)

Developed a manual of administrative procedures for adopting CHC's Web-based Safety & Quality Integrated Database, a global reporting and safety management system. Managers were then able to make a smooth transition from the old system, keeping incidents low. 2008

ImageMaker – New Media for the Resource Sector

Originated video scripts for corporate documentaries. Consulted with mining company executives to effectively portray the right information to investors in mining exploration. 2005–2007

E-Comm 9-1-1 Emergency Communications for Southwest British Columbia, Inc. (software)

Originated a manual of standard operating procedures for dispatchers of fire-and-rescue responders. Engaged in brainstorming sessions with dispatchers to define protocols that reduced ambiguity and confusion, and optimized response times. *We found that we got really good value by hiring someone with Stephen's skills.*
— Darcy Wilson Operation Manager / Fire Services 2005

Iwasan Consulting SR&ED

Deciphered oral reports to create effective Detailed Project Descriptions to obtain Scientific Research and Experimental Development Tax Credits for various businesses. 2006

BC Mineral, Oil and Gas Revenue Branch • BC Transmission Corporation • Richmond Fire-Rescue • ADWEL International

Wrote user guides for field assessment, operating procedures, and equipment maintenance. 2005 – 2006

IMT Image & Microscope Technology (software)

From only using the software, without instructions, originated sections of a user manual for upgrades to a microscopic image-analysis application for histology labs. Client was amazed that insightful and accurate instructions could be created by a generalist technical communicator. 2005

Greater Vancouver Regional District

Wrote brochures introducing the *Drinking Water Management Plan*, a roadmap to effective water access to mid-century. Most municipalities within Greater Vancouver are following this plan. 2004

National Film Board of Canada

Developed a scientific-visualization project for schools—\$80,000 development budget. Researched the subject matter in depth (historical geology), conducted market research, wrote scripts, evaluated production software and processes, and estimated the budget. *Stephen was a catalyst for consensus building and teamwork between creative and technical contributors, delivering results ahead of schedule.* — George Johnson, Producer, National Film Board of Canada. 1998-2000

Earlier technical writing

BC Ministry of Forests / BCIT – Resource Inventory Skills Training Program

Hughes Canada Systems Division

BC Hydro Trades Training

Spectrum Signal Processing

MDSI

MDA McDonald Dettwiler & Associates

Glenayre Electronics

Sydney Development

Media production & script writing

National Film Board of Canada • Canada Council for the Arts

Commissioned Media Artist, Content Developer, and Project Manager. Budgets ranged from \$55,000 to \$70,000.

Corporate documentaries and training videos (various clients, including BC Cancer Agency and Justice Institute of BC)

Consulting Video Script Writer and Creative Content Developer

Screenwriter

Authored six original, feature-length, commercial screenplays. Three options to produce were sold to producers in Los Angeles.

Science writing

Science World BC

Collected, interpreted, and summarized stories for an interactive kiosk on the history of science.

Graduate Research Scientist

Wrote and edited grant applications, basic research papers for journal publication, and many scientific literature review papers.

Textbook

Originated and wrote a 400-page, college-level general science textbook with co-author Lorne Whitehead (recently Vice President Academic at UBC).

Education

Master of Science

University of British Columbia, Vancouver

Master of Fine Arts

University of Southern California, Los Angeles

Bachelor of Science

University of British Columbia, Vancouver

Software tools

Adobe Acrobat 6, FrameMaker 6, RoboHelp 7, Captivate 4, and Photoshop 7. Microsoft Word 2003/2007, FrontPage, Excel, Visio, PowerPoint. Advanced production tools for image processing.

Writing samples

See a large number of writing samples at:
www.sxa-portfolio.com

Full chronological CV

www.sxa-portfolio.com/CV-stephenxarthur.html

Member

- Society for Technical Communication
- Canadian Science Writers Association

Testimonials

www.sxa-portfolio.com/SXA-recommendations.html

Stephen has the ability to assess the needs of various target audiences, grasp technical information quickly, and produce user-friendly materials that are technically accurate and easy to read. He is very reliable, flexible, and meets deadlines. It's been a pleasure to work with him.
— Jaye Routledge, Director, Impact BC