

# eames consulting

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## barry f. h. eames

## functional résumé

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### synopsis

A thoroughly computer literate communications and training professional specializing in solutions to electronic information design and knowledge transfer problems.

Mr. Eames is an accomplished:

- Manager • Web Designer • GUI Designer • Information Designer • Content Developer
- Technical Writer • Systems Analyst • Instructional Designer • Trainer • Educator

He brings more than 18 years of IT industry experience together with over 25 years of Training & Development, Sales & Marketing, and Engineering & Design in a multi-disciplinary approach to his work.

### employment

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**April 2007—December 2008**

**Empathica Inc**

#### Training & eLearning Expert

Customer experience management (CEM) with focus on the retail services industry

- Created & developed eLearning platforms for external and internal clients
- Created and established standardized product guides and documentation
- Delivered live web based seminars (webinars)
- Instructional design consultant

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**January 2007—Feb 2007**

**Beach Sports Academy.com**

#### Web Designer/Developer

EAMES Consulting selected client (Contract Work)—Community based sports school

- Designed & developed new web site

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**Sept 2004—Jan 2007**

**Sentrymetrics.com & PerpetualConnections.com**

#### Web Designer/Developer

EAMES Consulting selected client (Contract Work)

IT security companies dedicated to securing and protecting web based e-commerce

- Wrote and formatted case studies for distribution on web and print media.
- Re-designed and created graphical user interfaces of several web sites, public and intranet.
- Wrote and developed all functional specs. and graphical mockups for prototypes. Re-wrote, revised or edited all content.
- Created and developed final HTML code and graphics

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**January 2003—Present**

**CertainMatch™**

#### Content Creator & Developer / Managing Partner

- Created, designed, coded and developed a CD-based digital identification product designed for the protection and safety of young children
- Wrote all marketing, product information, web content, and customer-facing information
- Currently manufacture and market the CertainMatch™ product
- Designed and built the support web site at: [www.certainmatch.com](http://www.certainmatch.com)

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**November 1999—May 2002**
**CanadaInvestDirect.com**
**[ ORIGINALLY PART OF NATIONAL BANK FINANCIAL ]**
**Web Designer/Developer**

- Designed and developed two web sites for this client: a "public" corporate information and sign-up site, and the secure online brokerage site with access by authorized clients only.
- Collaborated with the funding client group and the IT support staff at National Bank Financial (a partner) to determine content and functionality of the site. My design work allowed CID to stand out from the competition and won positive comments for usability from The Globe and Mail's review of online brokerages.
- Developed the concept "from scratch", built all prototype and production interface code, and created the graphics, the navigation, and the trading transaction interface.
- Supervised final integration with the database code and the proprietary back office system.

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**December 2001—December 2002**
**Rothman Technologies Inc. & Rothman Applied Technologies Ltd.**
**Director / Secretary**

- Private invention-creation companies focused primarily on the research and development of green technologies, including proprietary methods of hydrogen fuel creation, hydrogen engine design, wave energy machines, and non-toxic building materials.
- In addition to being a Board Member I acted as both product design collaborator and document creator
- Included in my output was descriptive information for direct marketing as well as functional documentation for the purpose of Patent Pending applications.
- Documentation was highly technical, including diagrams, and rigidly followed government guidelines for submission

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**April 1996—April 2000**
**LANDA**
**Technical Writer**

- This client produced a quarterly trade magazine called GateWay, produced by the Local Area Network Dealers Association targeted at member Value Added Resellers and Networking Solution Providers. I was the principal contributing writer.
- Wrote technical articles focused on LAN/WAN hardware and software issues; their sales, integration, upgrading, and support concerns
- Attended technical seminars & presentations by member companies such as Novell, Microsoft, Compaq
- Interviewed principal presenters
- Researched new technologies and write about them in a concise and entertaining way
- Prepared text for submission to the graphics layout artist and printer and provide guidelines for its translation into published format
- Provided text for simultaneous publication on LANDA's web site
- Wrote miscellaneous articles covering other significant association events, as well as profile pieces on member companies

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**April—September 1994**
**UNITEL (later AT&T Canada)**
**Technical Writer**

- Worked under contract in support of the *Equal Ease of Access* legislation which opened up the long distance telecom market to competition
- Designed, wrote and compiled online Microsoft based "WinHelp" support programs which were integrated with C++ applications written for both Call Centre personnel and circuit engineers
- Wrote system support documentation and training manuals for all programs

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**April 1994—April 1999**
**AT&T Canada Corp.****Systems Analyst****TECHNICAL WRITING**

- Created online help and technical assistance programs for large scale client-side applications
- Consulted with Visual C++ developers to understand the application's functionality
- Wrote and formatted all displayed content, including graphics
- Defined coding references to produce "context sensitive" popup help
- Created "hard copy" support documentation for the online programs
- Wrote additional support Systems documentation such as overview information, systems architecture and diagrams, service level agreements, support definitions, etc.

**WEB SITE & GUI DESIGN**

- Operations Support Systems Development, a multi-disciplinary, multi-platform department, primarily client-server oriented
- Designed and developed intranet web sites for various internal clients including: Residential Call Centre, Internet Service Support, Circuit Design and Routing, New Employee Orientation, etc.
- Designed and developed graphical user interface (GUI's) for web based and C++ client side applications including: Order Management System, Flexible Routing, Dialer Provisioning, SMART, IDW, SMARTNet
- Translated Visual C++ client side applications into browser based technology
- Consulted with user groups to determine or confirm usability requirements
- Translated low level system design specifications and flow diagrams into high level GUI's
- Designed site navigation
- Specified web site "look and feel"
- Created all graphical elements including animation and interactivity
- Specified, corrected or modified web application behaviours
- Wrote client side HTML/DHTML/JavaScript
- Prototyped GUI designs
- Established test web sites on Unix and NT servers for access via LAN
- Offered regular demonstrations of works in progress
- Monitored user reaction and adjusted design or responded as needed
- Debugged, tested and got approval for interface design
- Ported my prototype HTML code to Java-based NetDynamics code, debugging and reformatting the design where needed to fit the Java based environment
- Trained users in creation of new web content and site maintenance
- Wrote miscellaneous online support documentation

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**October 1993 & January 1994**
**BancTec** (Recognition Canada)**Instructional Designer**

- Designed a "Train the Trainer" course for Department of National Defense lab-based training program for Windows and Networking
- Wrote both the Trainer's and User's manuals in accordance with DND specifications and styles
- Acted as a design consultant to two other subject matter experts who were writing similar programs on Novell and Banyan Vines network administration

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**1991—1992****Delrina Software** (purchased by Symantec)

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**Technical Writer**

- Responsible for hard copy and on-line user documentation for both the Windows and DOS based versions of the award winning WinFax
- Wrote and edited User Manuals
- Wrote and edited Windows online help programs
- Formatted manuals (desktop published) under WordPerfect & Ventura Publisher to make them “Print Ready”
- Proof read printers' galleys
- Wrote and prepared electronic online Readme files that were included with the software installation program
- Coordinated with development staff to assist with new product revision testing and error correction

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**November 1987—July 1990****CIBC Marketing Division**

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**Manager Sales Training & Technical Support***(originally hired as Manager Sales Communications)*

- Reported to the Senior Manager of Sales Training
- Produced video based training (VBT) programs focusing on sales training techniques and product support
- Introduced, wrote, developed and distributed the Bank's first computer based training (CBT) program called PROS (Product Reference Online System), designed to replace paper based information on products and services.
- Introduced and pioneered desktop publishing saving hundreds of thousands of dollars yearly in outside typesetting & printing costs
- Represented Marketing Division as part of an instructional design team which created a high profile training program for regional managers
- Wrote innovative marketing, sales, training and promotional copy in support of products and services for the Consumer Bank
- Supported and trained one staff assistant

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**December 1985—November 1987****Public Works Canada**

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**Training & Development Officer for Ontario Region**

- Responsible for all managerial, supervisory, safety, and employee training programs for Ontario
- Designed and wrote the Supervisory training program (3 weeks duration), oversaw its production, then facilitated and presented it.
- Edited and facilitated the Managerial training program (6 weeks duration)
- Pioneered the use of personal computers in the Department
- Conceived, organized and facilitated several introductory and intermediate courses in computer skills training for several hundred Toronto based employees

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**Prior to 1985****Various Careers & Vocations**

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- Education & Training Consultant
- Technical Drafting and Basic Skills Development instructor (3 yrs.)
- Engineering Drafting & Design Consultant
- Continuing Education Instructor (2 yrs.)
- Personnel Consultant Technical Sales & Marketing Management (1 yr.)
- Public School Teacher (5 yrs.)

**technical*****HARDWARE***

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Desktop PC's and Servers in a Client-Server networked environment

***OPERATING SYSTEMS***

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Microsoft Windows, Ubuntu Linux, DOS, Windows Server 2003, Apache Server, Microsoft IIS

***SELECTED SOFTWARE***

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MS Office, PHP, MySQL, MediaWiki, Moodle, FrontPage, DreamWeaver, NetDynamics Studio, RoboHelp, Visual C++ (Studio), PaintShop Pro, Visio,

**education*****MASTER OF EDUCATION (M.ED.)***

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University of Toronto

***BACHELOR OF EDUCATION (B.ED.)***

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York University

***BACHELOR OF ARTS(B.A.)***

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York University

***ONTARIO TEACHER'S CERTIFICATE (O.T.C.)***

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Ministry of Education

***DIPLOMA ENGINEERING DRAFTING (DIP.ENG.DRAFT.)***

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P.S.D. (Reg'd Trade School)

***INCIDENTAL TRAINING***

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NetDynamics 4 for Developers, Introduction  
Graphical User Interface Design

**client  
& employer  
listing*****PRIVATE CORPORATIONS***

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Empathica Inc.  
Beach Sports Academy.com  
CertainMatch™  
SentryMetrics Inc.  
Dexagon Inc.  
Rothman Technologies Inc.  
Rothman Applied Technologies Limited  
Canada Invest Direct Inc.  
National Bank Financial  
Renaissance Travel Inc.  
AT&T Canada  
LANDA  
Gametronics  
BancTec (Recognition Canada)  
Fujitsu Canada  
Delrina Technology  
CIBC  
The Training Group  
Tek Aerospace  
Didak Corporation  
Technical Service Council  
Canada Wire & Cable  
Protective Plastics Ltd.  
Renco Design Ltd.

Concept Furniture International  
Lummus Company  
Omnico Distributors  
Chubb Security  
Indesco International  
Research Cottrell  
Dunlop Canada

***FEDERAL GOVERNMENT***

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Dept. Of National Defence  
Public Works Canada  
Canada Mortgage & Housing  
Consumer & Corporate Affairs  
Energy, Mines & Resources

***EDUCATIONAL INSTITUTIONS***

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Toronto District School Board  
York University  
Peel Board of Education  
Etobicoke Board of Education  
North York Board of Education  
Humber College Child Care Worker  
Program  
North York Public Library  
Centennial College  
Learning Skills Development Centre (OISE)