

James J. Sherry

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Summary

Mr. Sherry is a skilled writer, teacher, and manager of technical information for the web.

Experience

01/06 – 12/09

Senior Technical Director of Instructional Design

AT&T

Middletown, NJ

- Managed group of 12 writers, editors, instructional designers creating web-based help and training materials for AT&T BusinessDirect (~12,000 pages).
- Introduced standardized templates for tutorials, simulations, narrated presentations, and help.
- Introduced search capability on training server for tutorials and help.
- Began moving application help systems to training server to enable updates and improvements independent of application releases.
- Worked with MCD in implementation of redesigns of Learning Center (06/2007, 02/2009, 12/2009).
- Won the Elearning! Magazine "Learning Leader Award" for Operational Training and Development Excellence for the BusinessDirect Learning Center.

06/98 – 01/06

Manager of Web Design/Development

AT&T Labs

Holmdel/Middletown, NJ

- Managed a group of up to 20 coders, programmers, and multimedia specialists in the development of internet and intranet web sites and applications. My group produced all or part of hundreds of AT&T web sites and multimedia programs including
 - <http://www.att.com>
 - <http://www.consumer.att.com>
 - <http://www.business.att.com>.
- Helped define requirements.
- Developed appropriate development strategies.
- Estimated development efforts.
- Scheduled resources.
- Tracked costs.
- Developed technical/marketing strategy for our department of ~120.
- Developed and documented processes and technical guidelines.
- Lead writer and/or manager of many AT&T web/publication standards.

- 08/87 – 06/98 **Manager of Documentation**
AT&T Bell Labs
Summit/Lincroft/Middletown NJ
- Managed up to 30 writers, project managers, and editors providing technical documentation on a wide variety of AT&T products and services.
 - Was responsible for operations, budget, and technology.
 - Won numerous awards from Society of Technical Communication (STC) for technical documents managed.
 - In 1990, Manager of Publications Competition for Society of Technical Communication.
 - Was responsible for publishing and computer systems for our larger publications department of ~120.
 - Created first internal web site in the department.
 - Started first web site development group in the department.
- 08/83 – 08/87 **Technical Writer/Project Manager**
AT&T Bell Labs
Freehold/Lincroft/Middletown, NJ
- Wrote and/or managed customer documentation for a variety of AT&T products and services, including marketing overviews, user guides, administrator guides, installation manuals, and other collateral.
 - Won numerous awards from The Society of Technical Communication (STC) for books created and/or managed.
 - In 1985, began managing up to 5 writers on projects with multiple books.
- 09/79 – 06/83 **Adjunct Assistant Professor of English**
Barnard College
New York, NY
- Taught a variety of English literature, critical theory, and composition courses.
 - Published academic articles in major scholarly journals.
 - Won grants from National Endowment for the Humanities and the Woodrow Wilson Fellowship Program.
- 01/76 - 09/79 **Freelance Writer**
Geneva, NY
- Wrote and published articles in academic journals and newspapers, including the Finger Lakes Times, Ithaca Midweek Observer, and Bri-Mar Publications.
 - Won award from the New York State Department of Agriculture for a series of articles on dairy farming in upstate New York.
- Education
- 1969 - 1975 **MA, PhD English**
 Johns Hopkins University,
 Baltimore, MD
- 1965- 1969 **BA, "With Highest Honors," Phi Beta Kappa**
 University of California
 Riverside, CA