

Mayur Jobanputra

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Summary

Senior IT Professional **with 25+ years experience in the IT Industry** in multiple roles including **Technical Writer**, Release Engineer, Production Support, Server Administration, Quality Assurance and more.

I have extensive experience with Technical Writing and have created Documentation of every variety and scope for multiple employers:

- Training documents and Guides, Whitepapers, SAM's, Patent applications, user manuals, Programming guides
- Web content, Advertisements, Brochures and Blog content as a Freelance Web Designer for Vancouver-based Entrepreneurs
- Used many applications including Adobe Pagemaker, Framemaker, Photoshop, and Illustrator, Robohelp, and more.

Highlights of my Technical Writing Work experience:

- At Intrawest, I was instrumental in producing high quality Release documents, Processes and Systems as a Release Engineer. My employer described me as turning the Release process into a "well oiled machine". As part of my role, I managed 40+ virtual servers with VMWare ESX for QA, UAT, R&D, and Production mirror environments.
- At Fincentric as a Buildmaster and MSI developer for a web banking portal. The employer sent me to Mexico to install their first Online Banking system as part of my role as Buildmaster.
- As a Technical Writer for Digital Video Broadcast Systems, I wrote a TCP/IP patent application for the company founder ([link](#)).
- As a Freelance Web Developer I'm continuously communicating Technical concepts to customers. Skills used in this role include Wordpress theme and plugin development, Woocommerce integration, WordPress disaster recovery, SEO Optimization, Toolset Custom Post Type Development, and much more.
- Other CMS platforms include Joomla, Drupal, and Magento. I also built a CMS in ASP Classic in 2006 which is now on [github](#)
- Scripting Experience with Multiple languages – Perl, PHP, CGI, ASP, DOS, Linux command line and more.

*Please visit my website to see the most up to date resume
and to learn more about me*

<http://mayur.ca/cv>

Professional Experience

Web Developer and Designer - Self Employed

Jan 2009 - Present

- Built many Wordpress web sites including Web site design, Graphic design, Brand Design, Web and SEO coaching and mentorship.
- Client Support and Installation of Small Business Networks, Web Servers, and Web Sites

Technical skills used: Wordpress, Toolset, HTML, JavaScript, CSS, Photoshop and much more.

Release Engineer, Technical Writer, Production Support

Feb 2006 - Nov 2008

INTRAWEST – ADVANCE SALES TEAM, *Vancouver, BC*

- Providing support and deployment services to Development, QA and Production EIT including managing 40+ Windows servers in a VM ESX Environment for a QA lab (release n, n-1, release y, y-1, UAT, R&D, and Production mirror)
- Significant contributor in transforming Intrawest e-Commerce Lab and Production release and deployment into a model for other Development teams
- Champion of detailed Software Installation guides, Support documentation
- On-site support for Production release nights
- Maintaining nAnt and Installshield release automation and Subversion source code repositories
- Knowledge of Intrawest Online Commerce architecture including F5 Load balancer, firewalls, and other key web commerce components

Technical Skills used: QA Deployment models and scheduling, Production Triage support, nAnt and Installshield, Subversion, ESX Virtual Center, Test Track Pro, ASP.NET, MSSQL, Windows 2003

Release Engineer, Technical Writer, Production Support

Jan 2001 - Nov 2005

Fincentric Corporation | Vancouver, Canada

- Created a build script used daily to automate builds for a large web development team
- Systems support for the server lab and Developer desktops including build installations, MSI development and MSI package creation using Wise, SourceSafe management and more.
- Researched various software in firewall and security including intrusion detection and notification, source code management, MSI installs, operations management, multi-server backups and more
- Was a key support person for the installation of a multi-million dollar project for Mexico's largest bank. I was required to be in Mexico city for 2 weeks to install an important piece of our software.

Technical skills used: HTML, ASP, SQL, SharePoint, Microsoft Datacenter, Microsoft Operations Manager, COM+ objects, Veritas Backup, Wise Installer, Technical writing, Hardware and Systems support.

Web Developer

Aug 1999 - Aug 2000

Ericsson Professional Services | Vancouver, BC

- Integrated several third party applications into medBroadcast.com including a web-based discussion messaging board and chat room system.
- Custom designed an ASP and SQL database driven document management system for tracking web page approval process and workflow. Gained valuable knowledge with ASP, Oracle and WebCrossing.

Technical skills used: HTML, JavaScript, CSS, ASP, SQL, Oracle, WebCrossing.

Web Developer

Feb 1999 - June 1999

Macmillan Bloedel | Vancouver, BC

- Queried all levels of the organization to gather and sort all types of internal IS related documents.
- Designed and implemented an Intranet site to handle all the documents collected (>2000).
- Wrote a detailed business case for a document management system for another department. Help desk workload was reduced by 50% as a result of this project.

Technical skills used: HTML, JavaScript, CSS.

Web Developer, Technical Writer

Oct 1998 - Jan 1999

Digital Video Broadcast Systems | Vancouver, BC

- Lead improvements in Product development, Marketing, Management, and more.
- Wrote several patent applications for Internet video streaming, TCP/IP stack improvements, Video and Web server technologies, Caching servers for broadband video
- Designed and published brochures, news releases, business cards, and more.

Technical skills used: HTML, JavaScript, CSS, SQL, TCP/IP, Videoconferencing, caching servers

Quality Assurance Analyst

May 1998 - Aug 1998

BC Tel Mobility | Vancouver, Canada

- Responsible for Regression and Beta release testing for web-based applications.
- Provided cost and time saving input and improvements on many testing documents and procedures.
- Implemented user training for several web-based applications.

Quality Assurance Engineer

Sept 1997 - April 1998

GTE Enterprise Solutions | Vancouver, Canada

- Regression and Beta release testing for web-based applications. Developed test plans and procedures to streamline testing methods.
- Discovered a critical programming error and pioneered better testing in the QA department as a result of this finding

Quality Assurance Engineer, Technical Writer

May 1996 - Aug 1997

BCTV | Vancouver, Canada

- Created context-sensitive help files and hard-copy manuals for new product releases. Largest help files were over 1000 screens and largest manual was 300 pages.
- Created custom digital artwork also integrated into online and offline documentation.
- Wrote test plans and Visual Basic test scripts as system, report and user tester
- Installed and managed a bug reporting system. Also enhanced sales presentations by developing PowerPoint presentations and handouts
- Gained valuable SQL and software development environment knowledge

Accomplishments: Designed testing strategy, installed Microsoft Raid database, created PowerPoint sales packages

Technical Skills used: Help Magician Pro, Robohelp, MS Raid, MS Word, MS Visual Test

Education

Microsoft Certified Systems Engineer Vancouver, BC	2001
Bachelor of Technology BRITISH COLUMBIA INSTITUTE OF TECHNOLOGY, <i>Burnaby, BC</i>	1999
Bachelor of Business Administration SIMON FRASER UNIVERSITY, <i>Burnaby, BC</i>	1996

References

See

Recommendations at <http://www.linkedin.com/in/mayurjobanputra>

Testimonials at <http://mayur.ca/cv>

For further references, please contact me.