

Carl R. Castro

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Disciplines

◆ Technical Documentation

Design & Authoring	Document Templates/ Style Guides / Structures for Reuse (EDDs; XML DTDs, XSLTs)
Tools	Adobe Creative Cloud, Structured FrameMaker; LaTeX & Ti \acute{K} Z; DocBook, XML, XSL; MS Office
Management	Group Management / Project Management / Team Leadership / Development Methodologies

◆ Technical Curriculum Development & Technical Instruction

Curriculum Development	Design & Authoring / Project Management / Development Methodologies
Technical Instruction	Classroom Instruction / Tutoring & Mentoring / Instructor Training (“Train-the-Trainer”)

◆ Software Application Development

Design	Object-Oriented Analysis & Design (OOAD)/ Relational Design / Design Patterns
Architecture	Application mini-architectures for iPhone apps, in Swift & Objective-C using Xcode Object-Relational & Dynamic Architectures for Web-Database Applications
Applications	Mobile / CRM / Content Management / Scheduling / Financial / Scientific / Etc.
Mobile & Web Technologies	iOS / J2EE, Java Server Architecture (JSPs & Java Servlets) & JDBC
Database Systems & APIs	Sybase & MS SQLServer/ Informix Universal Server / Oracle / MySQL / FileMaker
Query Languages	ANSI SQL / Sybase TransactSQL / Informix SPL / PICK InfoAccess
Programming Languages	Swift / Objective-C / Java / ScriptX / C++ / C / FORTRAN / Pick DataBasic / MPL
Scripting & Markup Languages	Markdown / LaTeX, Ti \acute{K} Z / DocBook / XML / XSL / HTML / JavaScript / PowerScript
Development Environments	Xcode / Powersoft PowerBuilder & PowerJ / MS Visual InterDev / IBM VisualAge
Operating Systems	iOS & OS X / MS Windows / Linux & Unix / Prime PRIMOS / DEC VMS & TOPS

Experience

Freelance work as a technical documentation writer & technical curriculum developer

2013-2014	Carl R. Castro Productions LLC San Francisco, CA
Title	Technical Documentation Writer, Independent Contractor, for open-source software platform startup
Role	◆ Wrote technical documentation at introductory and advanced levels on an open-source software API as an independent contractor for a startup offering a platform for that API. Wrote in Markdown.
Title	Technical Curriculum Developer, Independent Contractor, for iPaaS startup
Role	◆ Developed materials for technical curriculum as an independent contractor for a startup offering an innovative integration platform as a service (iPaaS). Used a lot of MS PowerPoint, and a bit of Adobe Captivate.

Volunteer work with a community-based non-profit organization

2006-2012	Non-Profit Organization
Title	Secretary, Liaison, Aide de Camp, International Division and Headquarters
Role	◆ Personal secretary and aide de camp for leaders of the organization, during international travel and local visits. Liaison to leadership in similar associated organizations, for communications and visits.
Title	Visiting Teacher Coordinator, Berkeley Center
Role	◆ At the Berkeley center, coordinator for events and visits of leading teachers in this and associated organizations. Responsible for long-term planning as well as oversight and arrangements specific to visits and events. Event and visit coordinator for several major events and visits outside this role.
Title	Director for the Arts, San Francisco Center
Role	◆ Director for the Arts and founder of the Arts Department at the San Francisco center. Organized the Arts Council, the Resident Artist program, the Artist Group and the Arts, Culture and Society lecture series, regularly-scheduled arts practices, and quarterly arts events with visiting artist teachers.

Experience (continued)

Salaried positions in technical documentation writer, technical curriculum developer & technical instructor roles

1999-2001	Blue Martini Software, Inc., San Mateo, CA
Title	Senior Technical Instructor & Curriculum Developer, Training Department
Roles	<ul style="list-style-type: none"> ◆ First-hired, senior & lead technical instructor & curriculum developer for a startup offering an innovative suite of integrated applications for CRM, with a dynamic, configurable & extensible proprietary architecture based on the Java Server Architecture. ◆ First & lead technical instructor for European operations based in London, delivering training at sites including London, Paris, Utrecht and Porto.
Classroom Instruction	<ul style="list-style-type: none"> ◆ Delivered classroom instruction on Blue Martini business & technical curricula, especially the advanced technical curriculum.
Design & Authoring	<ul style="list-style-type: none"> ◆ Designed & authored of first editions of all classes in the Blue Martini technical curriculum and all editions of advanced technical classes.
Project Management	<ul style="list-style-type: none"> ◆ Managed development of the Blue Martini technical curriculum.
Development Methodologies	<ul style="list-style-type: none"> ◆ Defined development methodologies for the Blue Martini technical curriculum, emphasizing consistency, quality and reuse.
Instructor Training	<ul style="list-style-type: none"> ◆ Provided instructor training for all other Blue Martini technical instructors.
Tutoring & Mentoring	<ul style="list-style-type: none"> ◆ Provided tutoring & mentoring for Blue Martini technical instructors, consultants and sales engineers. ◆ Served on the Architecture Review Committee (ARC), reviewing design & implementation for Blue Martini projects.
2004-2006	Model N, Inc., South San Francisco, CA
Title	Manager, Technical Documentation Group, Product Development Department
Role	<ul style="list-style-type: none"> ◆ Manager of a technical documentation group for a startup offering a leading enterprise revenue management application suite for pharmaceutical and medical device industries, with a dynamic, configurable & extensible proprietary architecture based on XML and the Java Server Architecture.
Design & Authoring	<ul style="list-style-type: none"> ◆ Designed & authored technical documentation including developer guides, developer “cookbooks”, installation guides and technical release notes. ◆ Developed style guides for technical documentation. ◆ Developed document templates in Adobe FrameMaker and Microsoft Word. ◆ Developed EDDs and structured documents in Adobe Structured FrameMaker. ◆ Developed DTDs and XSL transforms for a custom XML production system supporting various output formats, including HTML and PDF through DocBook. ◆ Collaborated with engineers, consultants and product managers as subject-matter experts.
Management	<ul style="list-style-type: none"> ◆ Managed a small group of technical documentation writers. ◆ Sourced, interviewed and hired documentation writers to form user and technical documentation groups. ◆ Mentored new hires, junior documentation writers and user documentation group manager. ◆ Defined development methodologies and processes, and guided development. ◆ Managed documentation projects in a framework for product development tasks.
Title	Technical Instructor & Curriculum Developer, Professional Services Dept. (Contractor)
Classroom Instruction	<ul style="list-style-type: none"> ◆ Delivered classroom instruction on selected topics in the Model N technical curriculum.
Design & Authoring	<ul style="list-style-type: none"> ◆ Designed & authored new training modules on proprietary Model N architectures and applications, including labs involving XML and Java; revised existing modules. ◆ Collaborated with consultants, engineers and product managers as subject-matter experts.

Experience (continued)

2002-2004 Wily Technology, Inc., Brisbane, CA

Title **Senior Technical Instructor & Curriculum Developer**, Training Department

Classroom Instruction ♦ Delivered classroom instruction on all topics in the Wily technical curriculum.

Design & Authoring ♦ Designed & authored all materials for new training modules on new product features and tools.
♦ Developed an on-line certification exam for partner consultants.
♦ Developed the Wily virtual classroom based on Toolwire, an online development environment.

Project Management ♦ Managed development of the on-line certification exam and the Wily virtual classroom.

Independent contractor working independently and in long-term relationships with consulting & training groups, and small software vendors, as a software consultant, technical instructor & technical curriculum developer

1998-1999 Skillbuilders, Inc., New York, NY

Title **Senior & Lead Technical Instructor**, Independent Contractor

Role ♦ Independent contractor in developing relationship with Skillbuilders, Inc.

Classroom Instruction ♦ Delivered classroom instruction in the Skillbuilders Java & Web Development curriculum, including topics such as:
> Introduction to Java > JDBC > Object-Oriented Analysis and Design
> Java Swing > Java Server Architecture (JSA) (OOAD) using UML
> Java Beans > Web Application Development > XML

Design & Authoring ♦ Designed & authored a one-day intensive class, Introduction to JavaBeans.

Project Management ♦ Served in advisor, reviewer and researcher roles for other curriculum developers on the Java & Web Development curriculum, on topics including EJBs, Java InfoBus, XML, etc.
♦ Served in an advisor role in planning for a web-based training delivery platform.

Tutoring & Mentoring ♦ Provided tutoring & mentoring for client applications developers and managers transitioning from mainframe to web-database environments, on topics in the Java & Web Development curriculum and on applying OOA&D to client design problems.

1992-1998 Panttaja Consulting Group, Inc. (PCGi), San Francisco, CA

Title **Senior & Lead Technical Instructor**, Independent Contractor

Role ♦ Independent contractor in long-term relationship with Panttaja Consulting Group, Inc. (PCGi).

Classroom Instruction ♦ Delivered classroom instruction on PCGi technical curricula and curricula of education partners including Sybase, Powersoft and Informix. Taught classes on topics including:
> Relational Modeling > SQL > Object-Oriented Application Development
> Database Administration > Stored Procedure Languages > User Interface Design
> Database Performance Tuning > Java, Java Servlets and JDBC > Interactive Development Environments

Design & Authoring ♦ Designed and authored all materials for special classes including:
> Introduction to the Internet for Web Application Developers > Object-Oriented in PowerBuilder
> Introduction to Informix Web DataBlade Development > PowerBuilder for Managers
> Windows for Programmers > New PowerBuilder Features

Clients & Projects ♦ Project Management / Team Leadership / Client Relations / Sales Support

Tutoring & Mentoring ♦ Provided tutoring & mentoring for client application developers & managers and for other PCGi consultants.

Experience (continued)

1982-1998	Carl R. Castro Database Consulting, San Francisco, CA		
Title	Software Consultant, Independent Contractor & Sole Proprietor		
Roles	<ul style="list-style-type: none"> ◆ Independent contractor in long-term relationships with consulting groups including Lowell Schneider Consulting (LSC), Panttaja Consulting Group, Inc. (PCGi), and Ecosse Technology. ◆ Independent contractor in evolving relationships with closely-related small software vendors Diversified Computer Systems, Inc. (DCS) and Outpatient Unified Systems, Inc. (OPUS). ◆ Roles including application developer, software architect, project manager & team leader, tutor & mentor, advisor & reviewer. 		
Clients	<ul style="list-style-type: none"> > Sun Microsystems > Intel > Lam Research > PR Hub/Ecosse Technologies > Marketing Resources Plus > City of Portland Department of Environmental Sciences 	<ul style="list-style-type: none"> > Wells Fargo Bank > Wells-Nikko Investment Advisors > Barra > Transamerica Home First > PrimeSource Container Leasing > U.S. D.O.T. Transportation Systems Research Center 	<ul style="list-style-type: none"> > PG&E > Koch Industries > Opus Healthcare Systems > San Francisco General Hospital > La Clinica de la Raza > Deltanet > Norcal Mutual Insurance
Groups & Vendors	<ul style="list-style-type: none"> > 1997-1998 Ecosse Technology > 1992-1999 Panttaja Consulting Group > 1990-1992 Lowell Schneider Consulting > 1989-1990 Wells-Nikko Investment Advisors > 1988 Gardner-King Consulting 	<ul style="list-style-type: none"> > 1987-1988 San Francisco General Hospital Outpatient Clinics > 1986-1987 Outpatient Unified Systems, Inc. (OPUS) > 1985-1986 Diversified Computer Systems, Inc. (DCS) > 1982 Systems Architects, Inc. (SAI) 	

Education

1983	Master of Arts, Magna Cum Laude, Philosophy Tufts University, Medford MA		
Studies	◆ Studies in analytic philosophy with specializations in Philosophies of Mind, Language and Logic.		
Teaching Assistantships	<ul style="list-style-type: none"> ◆ Teaching assistantships in Formal Logic, Computation Theory and Ethics. ◆ Responsible for sections, office hours, grading and occasional lectures. 		
Research	◆ Research on Kant and Wittgenstein.		
1980	Bachelor of Science, Highest Honors, Interdisciplinary Studies Worcester Polytechnic Institute, Worcester MA		
Studies	◆ Self-designed interdisciplinary major in Mathematics, Psychology & Philosophy.		
Theses	<ul style="list-style-type: none"> ◆ Thesis in Mathematics on topology & convergence of sequences in constructive systems of real, transfinite & infinitesimal numbers. ◆ Thesis in Psychology on Piaget's theory of cognitive development and its applications to mathematics education. 		
Research	◆ Research in x-ray crystallography, with development of data analysis applications in FORTRAN.		
1976-1977	Self-Designed Major in Electronic & Avant-Garde Music Southern Illinois University, Carbondale IL		
Studies	◆ Self-designed major in Electronic & Avant-Garde Music, with related studies in Mathematics, Electrical Engineering, Physics and Acoustics.		
Research	◆ Research in electronic & computer music generation, including development of scores and spatial manipulation routines in MPL, an APL-based music programming language.		

Certifications

Technology / Vendor	Instructor Certification	Developer Certification
Informix	◆ Certified Universal Server/DataBlade Instructor	◆ Certified DataBlade Developer
Sybase / Powersoft	◆ Certified Java/PowerJ / PowerBuilder Instructor	◆ Certified PowerBuilder Developer
Kaleida (Apple/IBM)		◆ Certified ScriptX Developer