

# COMPETENCE PROFILE GWENYTH WILSON-RUDSTRÖM

## SUMMARY

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Gwenyth can be relied on to work independently and to achieve results. She functions well in groups and is an experienced catalyst and team leader. She is used to analysing, handling and structuring large amounts of information. She is open, friendly, professional and competent.

Within the telecom industry, Gwenyth has worked with research and development, and with supply. Her focus has been on end-user documentation, Product Lifecycle Management (PLM), and configuration management for the telecom industry. Gwenyth has worked as process manager for the customer documentation part of the supply process. In the modification handling area she developed a training program and traveled internationally to teach Modification Handling methods and tools. Gwenyth also has experience in Product Life Cycle Management (PLM) and “administrative industrialisation”. These skills have been used to prepare products for a global market and to minimise after sales costs in a project that developed an application server application product in Java programming language. The work has included the following areas:

- Product Lifecycle Management (PLM) and “industrialisation administration” from the hands-on, main-project co-ordination, and product management points of view.
- End-user and design documentation;  
Document design, authoring, editing, usability testing, project planning, release, maintenance  
Presentations of customer documentation for selected customers  
Process management, improvement and methodology for SW product introduction  
Project co-ordination in large international software development projects
- Networking
- Configuration management:  
Designing software product structures, and information structures, together with system architects  
Registration, release and maintenance of software products
- Training, including the development of courses for modification handling and change management methods and tools for software product development and maintenance.

Within the pulp and paper making industry, Gwenyth has worked with industrial chemistry in general and in particular with pulping and bleaching analysis work in the laboratory, with quality control on the factory floor, with pulping and bleaching production-process development and documentation, and with end-user documentation. Her focus has been on research and development, and documentation for the pulp and paper making industry. The work has included the following areas:

- Laboratory analysis work for pulp and paper making industry and quality control in paper mills
- Requirement specification/collection (customer documentation).
- Project planning (Customer documentation part of projects).
- Presentation of end-user documentation for selected customers

At the Högskolan i Karlstad (now Karlstad University) technical communication course, Gwenyth was active as a guest lecturer from industry.

Gwenyth has been employed, and has worked as a consultant. She has also had her own company.

## MAIN COMPETENCE AREAS

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Expertise in product documentation and release processes, methods and tools. In particular electronic documentation and release processes, including information analysis, planning, authoring, editing and translation. SGML and XML knowledge and experience.

Training contents development and teaching.

Process development, research and development, and documentation for IT companies and departments, SW developers, telecom, and pulping and paperrmaking.

Process management and development for the complete software documentation process including information analysis, through to development, delivery, and maintenance.

Configuration management:

In particular designing, registering, releasing and maintaining product and information structures, together with the system architect, using product structuring processes, methods and tools.

“Administrative industrialisation” of products to ensure a smooth handover from product development projects to an industrialised supply and maintenance process.

International project co-ordination as a staff member in large international R&D projects

Expertise in Product Lifecycle Management (PLM) processes and planning.

## CONTACT PERSONS

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## WORK EXPERIENCE

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- 2009-11  
to  
2009-12      **Conagri AB, Skara**  
Consultant – own company Wilson Word  
Process development and documentation for Conagri Support Process
- 2009-09  
to  
2009-10      **Boxer TV Access, IT department, Stockholm**  
Consultant – own company Wilson Word  
Prestudy for development and description of Sytem Documentation process
- 2008-09  
to  
2009-02      **Sensus Studieförbund, Karlstad**  
Consultant – own company Wilson Word  
Course Leader  
“English Conversation” course for Swedish Migration Board employees.  
This was a tailored course to train in making conversation around their work. I based the course on in-house material produced by the Migration Board, every day work situations, opportunities and problems at the workplace
- 2007-03  
to  
2008-01      **Adecco Consultants AB, Stockholm**  
Consultant – own company Wilson Word  
Configuration management, Product Lifecycle Management (PLM) and Documentation expert:  
End-user information analysis, information structuring, information co-ordination in international projects, quality control, coaching in use of process, methods and tools for authoring and handling electronic information (especially in SGML)  
Product Lifecycle Management (PLM) and TTM-TTC interface  
Responsible for defining and maintaining product structures.  
Preparing for release and hand-over from TTM (R&D) to TTC (supply)  
Describing and improving Product Introduction processes
- 2006-08  
to  
2007-03      **Ajilon Consultants AB**  
Consultant  
Configuration management, Product Lifecycle Management (PLM) and Documentation expert:  
End-user information analysis, information structuring, information co-ordination in international projects, quality control, coaching in use of process, methods and tools for authoring and handling electronic information (especially in SGML)  
Product Lifecycle Management (PLM) and TTM-TTC interface  
Responsible for defining and maintaining product structures.  
Preparing for release and hand-over from TTM (R&D) to TTC (supply)

## WORK EXPERIENCE

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- 2002-08 **TietoEnator Telecom Partner AB**  
to  
2007-06 System Management team:  
  
Documentation expert:  
End-user information analysis, information structuring, information co-ordination in international projects, quality control, coaching in use of process, methods and tools for authoring and handling electronic information (especially in SGML)  
  
Product Lifecycle Management (PLM) and TTM-TTC interface  
Responsible for defining and maintaining product structures.  
Preparing for hand-over from TTM (R&D) to TTC (supply)
- 1999-02 **Ericsson Telecom AB**  
to  
2002-08 System Management team:  
  
Documentation expert:  
End-user information analysis, information structuring, information co-ordination in international projects, quality control, coaching in use of process, methods and tools for authoring and handling electronic information (especially in SGML)  
  
Product Lifecycle Management (PLM) and TTM-TTC interface  
Responsible for defining and maintaining product structures.  
Preparing for hand-over from TTM (R&D) to TTC (supply)
- 1994-02 **Ericsson Telecom AB – Docware Supply (DWS) Process manager**  
to  
1999-02 Develop, describe, maintain and improve the generic electronic Docware Supply (DWS) process based on web-based tools.  
  
Develop, describe, maintain and improve the DWS process for Network Intelligence (NI) products based on the generic DWS process, work with the NI methods team to place requirements on their output to ensure that it can be handled in the DWS process.  
Update the DWS information handling process home page. Describe the way of working for handling third party products documentation from external provisioning vendors.
- 1992-02 **Ericsson Telecom AB – Internal Consultant Documentation**  
to  
1994-02 Worked as internal consultant to assist other departments with documentation. Assisted several different R&D departments with documentation support.
- 1990-06 **Ericsson Telecom AB – Documentation Department**  
to  
1992-01 Assisted in setting up a new documentation department. Worked with process development based on SGML, methods and tools for Ericsson's AXE customer product information, editing, work planning, supervising technical writers, establishing writing guidelines.  
  
Acting section manager for several months while the formal manager led an international project.

- 1998-01  
to  
1987-01
- Kamyr AB, Karlstad, Sweden**
- Technical writer:  
Wrote operational instruction manuals for pulp and bleaching plants using Macintosh DTP system and Interleaf TPS on a Digital work station
- Process development department:  
Engineering research work, extensive research studies and reports, compilation of presentation material using Macintosh DTP system  
Laboratory engineer, pulp cooking and bleaching analysis
- 1990-1998
- Högskolan I Karlstad, Sweden (local university)**
- Twice a year invited to assist the technical communication course as a guest lecturer from industry. Participated in planning meetings for the course.
- 2006  
and  
ongoing
- Wilson-Word (own company)**
- Free-lance consultancy work
  - Product Lifecycle Management (PLM), Product introduction, handover from TTM to TTC, “Administrative industrialisation”
  - Translation from Swedish to English and technical writing and editing work by contract
  - Information architecture, analysis and management
  - Configuration management
  - Collection and documentation of historical information (especially ethnology and textiles)
  - Authorship of own literature

## Employment History

2008-2009	<b>Sensus studieförbund, Karlstad</b>	Consultant – own company Wilson Word Course Leader “English Conversation” course for Swedish Migration Board employees
2007-2008	<b>Adecco IT Engineering AB</b>	Consultant (sub-consultant with own company) Hired to <b>Ericsson EAB in Alvsjö</b> from August 2006 to work in a Product Introduction department as a configuration manager but was also involved in discussions regarding work with PLM and as a Documentation specialist
2006-2007	<b>Ajilon Consulting AB</b>	Consultant (sub-consultant with own company) Hired to Ericsson EAB in Alvsjö from August 2006 to work with Configuration management, Product Lifecycle Management (PLM) and as a Documentation specialist
2002-2006	<b>TietoEnator AB</b>	Documentation specialist, configuration manager
1990-2002	<b>Ericsson Telecom AB</b>	Documentation specialist, training developer and teacher, Product Lifecycle Management (PLM), project coordinator, process manager and developer
1990-1998	<b>Högskolan i Karlstad, Sweden (local university)</b>	Guest lecturer from industry at technical communication course
1984-1990	<b>Kamyr AB, Karlstad, Sweden</b>	Technical writer Process development Laboratory engineer
1983-1984	<b>Delax Fibre AB, Deje, Sweden</b>	Laboratory engineer, Quality control in paper mill
1981-1983	<b>Tetra Pak, Forshaga, Sweden</b>	Summer job 1983, Quality control Summer job 1982, Quality control Summer job 1981, Machine operator
1997-1998	<b>Studieförbundet Vuxenskolan, Forshaga, Sweden</b>	Studiecirkelledare (Teacher), English
1960-1969	<b>New Zealand</b>	Nurse’s Aid, gas station attendant
Ongoing	<b>Wilson Word</b>	Own company

## **TOOLS & METHODS ETC.**

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### **Tools & Environment**

Most common documentation tools such as Microsoft tools, for example Word, Powerpoint, FrontPage, Excel, MS Project, Visio. Interleaf, FrameMaker,

SGML and XML editors such as Arbortext, Epic Editor, Nvu.

Graphic tools for vector and bitmap graphics such as Illustrator and Photoshop.

Modification handling and release tools for telecom products.

ClearCase

### **Methods & Models**

PROPS, RUP, SGML

### **Technical Expertise**

Documentation processes, especially for electronic information based on using structured information marked-up with SGML (ISO 8879) and XML.

Configuration management, product structuring, information structuring

Product Introduction processes

Product Life Cycle Management PLM

## EDUCATION

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### Basic education

- 1985 5 university points  
Paper -making technology (pappersteknik) at Högskolan, Karlstad
- 1984 5 university points  
Pulp-making technology (cellulosateknik) at Högskolan, Karlstad
- 1980-1983 Gymnasie engineer industrial Chemistry (4-year technical-college course)  
Älvkulle Gymnasiet, Karlstad Sweden
- 1978-1980 Grundskolan högstadiet, Swedish basic school for adults
- 1976 Swedish for foreigners basic and advanced in Karlstad, Sweden
- 1950-1960 Compulsory basic education in New Zealand

### Courses

- 2005 Positive Negotiation (Positiv Förhandling)  
Göran Wide , Förhandlingshuset Sverige AB  
Sigtunahöjden, Sigtuna, Sweden 9-11 May 2006
- 2005 Konsulter med Åtagandekultur Workshop (Consultants in a Commitment Culture)  
Lennart Åberg , Prime Target Consulting AB  
Hennickehammar, Filipstad, Sweden 5-6 September 2005
- Internal training in information handling and Product Lifecycle Management (PLM) and project management at Ericsson University
- 2000 Rational Objectory Process and Java Programming, Informator (Overview)
- 1993 SGML Introduction and Advanced Courses,  
Organized by Arbotech, teacher Eric van Herwijen (CERN)
- 1999 Business Advantage II, BTS
- 1991 Intercultural awareness symposium for Docware personnel,  
Jean Phillips-Martinsson, Author of "Swedes as Others See Them"
- 1991 Team Building and Coaching, Malmköping, Ericsson Management Training
- 1990 AXE Basics & AXE Operation and maintenance at customer training center in Dallas,  
USA  
Effective Technical Writing in English, John Kirkman, England
- 1990 Interleaf TOPS basic training on Digital 3100 workstation
- 1989 Technical Writers workshop in Stockholm.  
Professor Merrill D. Whitburn, Rensselaer Polytechnic Inst, USA.  
Arranged by Med Tec International
- 1998-1989 Technical Authorship, Eston Limited, Derby, England

## PERSONAL INFORMATION

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### **Nationality**

Gwenyth was born in Gisborne, New Zealand in 1945. She came to Sweden to join Jan Eric, a Swede, in 1975. Gwenyth is a Swedish citizen and has a Swedish passport. She has also retained her New Zealand citizenship and passport.

### **Languages**

Gwenyth's native language is English. She is fully fluent in speaking and writing Swedish. She speaks and reads a little German.

### **Toastmasters**

Gwenyth initiated activities to charter Ericsson Toastmasters Club of Karlstad. Meetings were held in English. She shouldered the role of club president for the first two annual periods and treasurer for one period. Gwenyth worked towards, and achieved, both "Competent Toastmaster" and "Competent Leader" status.

### **Hobbies**

Gwenyth paints watercolours – mostly landscapes.  
Line dancing is one of Gwenyth's favorite activities and she dances as often as she can.  
Reading is a passion. Ken Follet is one of her favorite authors.

Gwenyth has sewn a Swedish folk costume from the area in which she lives. It is sewn completely by hand and took three years to complete. Gwenyth is an active member of her local historical society and assists the textile section with archiving information about historical artifacts in the SOFIE program and database used by Swedish museums.

Whenever possible Gwenyth attends concerts and the theater. She has a music taste that leans more towards the classical but she enjoys almost everything from Bach, Beethoven, the Beatles, Bob Dylan, and Rod Stewart to jazz, the blues and country music. She is not overfond of hard rock or metallic "music"!

Gwenyth considers that the long walks, usually one to two hours long, that she regularly takes in the countryside and forest around her home are very important for her both physical health and mental stability.

### **Addresses and telephone numbers**

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Mobile: +46 703 163456

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[jer.gwr@gmail.com](mailto:jer.gwr@gmail.com)

Web:  
<http://www.wilsonword.net>  
<http://www.gwenyth.me> (to be published soon)