



-t- · Tom Jacobs



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Tom Jacobs



Full name: Thomas Wilhelmus Johannes **Jacobs**
Born: 14 March 1953, Amsterdam (NL)
Civil state: Separated, four children, Dutch citizenship
Characteristics: Independent, co-operative, flexible, easy learner, optimist

Professional experience

07/2009 - present **Taxi1 AS** Bergen

- **Taxi driver** Requires reliability, adaptability, improvisation

08/2010 - 07/2011 **Fjell municipality (16% part time position)** Fjell

- **Mother tongue teacher** (Ulveset primary school, Ågotnes secondary school)
 - Helping newly arrived immigrant children getting to know Norwegian school system

09/2007 - 02/2009 **Litz Shop Services ANS** Stongfjorden (S&Fj)

- **Independent entrepreneur**
 - Running the local supermarket in Stongfjorden, a tiny hamlet with 250 inhabitants in Sunnfjord.

06/2006 - 06/2007 **Air Traffic Control Netherlands** Schiphol-Oost (NL)

- **Writer / editor**
 - Reference books (in English) for air traffic controllers. Source: end users.

06/2005- 06/2006 **LogicaCMG** Nieuwegein (NL)

- **Technical writer / web editor**
 - Documentation (in English) with telecom software. Source: programmers, product management.
 - Updating and adaptation of departmental intranet site.

02/2004 - 01/2005 **Sevensteps** Geldermalsen (NL)

- **General staff member / technical writer / consultant**
 - Setup and management of content management and publication system.
 - Setup and management of online help and tutorial with publication system.
 - Guiding and advising to publication system users, e.g. HTML-problems.
 - Conversion of content databases using XML/XSLT files.
 - Setup testplans (test cases, test scenario) for own software development.
 - Setup and implementation of bug tracking system.

02/1996 - 02/2004 **Informaat** Baarn (NL)

- **Technical author**
 - Texts for online help, user manuals, inter/intranet, technical handbooks, reference cards, press information, in Dutch and English. Source: functional / system description, interview with subject matter experts. Setup of publication models, style guides.
- **Translator**
 - Editing English texts by non-native speakers, translating texts from and into English.
- **Web"manager"**
 - Implementing customer web site, editing content, problem solving, instructing webmaster.
 - Web site management on site: content, publication, feedback to management.
- **Expert user**
 - Advising on optimal usage of Office features, recommending linguistic and editorial practice.



07/1985 – 02/1996 INK Taalservice / Donneley / Lionbridge Amsterdam (NL)

• **Technical author & translator**

Activities similar to the position at Informaat

07/1980 – 07/1985 Various

- Jobs in accounting

08/1977 – 07/1980 K L M / Royal Dutch Airlines Amstelveen (NL)

- Application programmer in IBM S/370 Assembler (*low level* machine language)

09/1973 – 07/1977 Various

- Shop detective; Conscript in Royal Military Police, rank: corporal

Education, courses, training

- Technical Document Controller course
in progress, 2014, Folkeuniversitet (NO)
- Taxi license course 2011, NKI (NO)
- 'The Knowledge', the streets, roads, alleys in Bergen 2009, Taxi1, Bergen (NO)
- "Writing for the web" course 2001, Informaat, Baarn (NL)
- "Working with MS Access" course 2000, Compu'train, Utrecht (NL)
- "Javascrpting" course 1999, Compu'train, Utrecht (NL)
- "How To Write And Design On-Line Help" course 1993, Monadnock, London (UK)
- "How To Write Effective User Documentation" course 1991, Monadnock, London (UK)
- Technical Writing course 1990, Tangram, Amsterdam (NL)
- State exam Translator / Interpreter English/Dutch 1986, Wolters/Kluwer, Utrecht (NL)
- MBA/Modern Business Administration diploma 1982, Institut Praehep, Amsterdam (NL)
- Practical Bookkeeping diploma 1980, Institut Praehep, Amsterdam (NL)
- Information Science and Assembler Programming 1977, KLM/Royal Dutch Airlines, Amstelveen (NL)
- Secondary school (Gymnasium B) 1973, Hilversum (NL)

Subj: Dutch, French, German, English, Latin, Greek, goniometry, stereometry, algebra, physics, chemistry, biology

Computer skills

- Adobe DreamWeaver (Web development, JavaScript)
- Lotus Notes (E-mail, document management)
- Microsoft Access (Database management system)
- Microsoft Excel (Spreadsheet)
- Microsoft Internet Explorer (Internet-browser)
- Microsoft Outlook (E-mail, calendar, tasks, contact management)
- Microsoft PowerPoint (Presentations)
- Microsoft Word (Word processing)
- Mozilla Firefox (Internet browser)
- PaintShopPro (Image editor)
- Sevensteps (Content management platform, HTML-, HTML help-, XML-, pdf-publicator)
- TopStyle (css-editor)
- Knowledgeable in DTP software
- Knowledgeable and proficient in HTML, Javascrpting, Visual Basic
- Basic knowledge of XML, XSLT and PHP.

Hobbies

- My family
- Photography
- Languages and linguistics
- Creating websites

Linguistic proficiency

Language	Speaking	Reading	Writing	
• Dutch	Excellent	Excellent	Excellent	(mother tongue)
• English	Excellent	Excellent	Excellent	(sworn translator NL↔EN)
• Norwegian	Well	Very well	Well	
• Swedish	Well	Well	Some	
• French	Reasonable	Well	Reasonable	
• German	Well	Well	Reasonable	
• Spanish	Some	Some	Some	

References

- Obtainable upon request

Drivers license

- **A** (motorcycle), **BE** (passenger car with trailer)

Background information

- See info file at www.litz.no/info