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Curriculum vitae

George Raymond

Commercial and technical documentation for product, system and business development in the railway sector

(See http://railweb.ch for the latest version
of my CV, with links to my activities.)

Experience: Twenty-eight years' experience in industry, information technology, logistics and the railway sector

Core skills:

- **Documentation:** inquiry, analysis, terminology management, writing, editing and integration

- **Document types:** calls for tender, bids and correspondence; planning, project, system, product and user documentation; user interfaces and online help systems; annual reports, websites, presentations and papers

- **Requirements specification:** functional and non-functional requirements; navigation design and user interfaces; data structure, entry and display

- **Multilingual development:** simultaneous harmonisation of terminology and development of documentation and user interfaces in several languages; translation and localisation

- **Writer's guidelines:** terminology, abbreviations, spelling, capitalisation, formats for key data, confusables, and sentence and document structure

Areas of application in the railway sector: Planning, operations, traffic control, signalling, infrastructure, rolling stock, manufacturing and logistics

Language: Native English; fluent spoken and written French and German; basic Italian

Some personal facts

Born May 7, 1956; dual French and US citizenship; married to a French citizen; one son, age 19; all hold Swiss permanent residence C permits.

Professional knowledge and expertise

Documentation

- Inquiry, analysis, writing, editing and integration to ensure that structure, terminology, data formats and texts are correct, clear and consistent.

Document types

- Calls for tender, bids and correspondence.
- Planning, project, system, product and user documentation.
- User interfaces, operating procedures and online help systems.
- Annual reports, websites, brochures, presentations, papers and press releases.

Requirements specification

- Capture, analysis and specification of customer and user requirements.
- Functional and non-functional requirements.
- Navigation design and user interfaces; data structure, entry and display.
- Facilitation of communication between users and technical people.
- Ergonomics and human factors in user interfaces; usability audits.

Multilingual development

- Simultaneous harmonisation of terminology and development of documentation and user interfaces in several languages.
- Translation and localisation.

Writer's guidelines

- Domain-specific terminology et abbreviations; spelling, capitalisation and punctuation.
- Formats for key data such as dates, locations and addresses.
- Confusables and common errors.
- Sentence and document structure.
- US/British and other national differences.
- Coaching for writers.

Expertise with tools

- MS Word, Excel, PowerPoint and Access; railway operations planning tools; HTML editors; translation memories.

Cross-border comparisons and coordination	• Comparison and joint development of solutions in Europe, North America and elsewhere.
	• International coordination with customers, partners and official bodies.

Summary of my professional experience

Since 2004: Independent consulting (Railweb GmbH), Switzerland:

- International marketing of consulting services for the railway sector
- Development of new intermodal railway services and terminals - MDS Transmodal, UK
- Systems for driver and rolling stock resource planning - Qnamic, Switzerland
- Freight railway operations planning - French National Railways (SNCF), Paris
- Optimal regulation of train speed – DeltaRail / RSSB, UK
- Satellite-based train control – Railway Gazette International, UK
- Railway operations planning - Swiss Federal Institute of Technology (ETH), Zurich

2002-2003: Railway safety systems - International Union of Railways (UIC), Zurich

1997-2002: Implementation of development platforms and operational applications - Systor, Switzerland

1990-97: International transport and freight forwarding - Danzas, Basel

1987-89: Railway operations planning - Swiss Federal Institute of Technology (EPFL), Lausanne

1982-86: Logistics for the automobile industry - Renault, France

1980-82: Management control for railway freight yards - Massachusetts Institute of Technology (MIT), USA and France

1977-80: Freight transport deregulation - USA

1976, 1977: Newspaper reporter - USA

Since January 2004: Independent consulting (Railweb GmbH)

Extensive marketing efforts and investigation of new lines of consulting business in the railway sector. In client visits and at conferences and trade shows in Europe and North America, creation of contacts with a wide range of key people at train operating companies, railway infrastructure managers, terminals, ports, equipment suppliers, research centres and government bodies, mainly in the following fields:

- rail freight and intermodal operations
- signalling and train control systems
- traffic control and dispatching systems

- operations and infrastructure planning

- terminology management and use of content management systems

- railML standards for exchange of data on railway operations and infrastructure

- safety management for railway operations

- human factors and ergonomics for signallers, dispatchers and drivers

Principal functions within client projects:

- Studies in rail operations planning, technology applications and business development

- Documentation and user interfaces in English, French and German, including terminology standards, quality assurance and localisation

Clients:

- MDS Transmodal, UK: Studies for financial institutions on the development of new intermodal railway services, terminals and logistics centres.

- MultiModal Systems Practice (a unit of Oliver Wyman): In projects with Fret SNCF (French National Railways), Paris, and another client, introduction of the MultiRail software for freight operations planning, including help system in French and user interface in French and German.

- Qnamic AG, Hägendorf, Switzerland: Online help system in German and English for the RailOpt resource planning software for rolling stock, train drivers and other personnel.

- DeltaRail / RSSB, UK: Documentation of systems in Europe for optimal regulation of train speed to minimise both energy use and delays when approaching conflict points.

- Railway Gazette International: Principal author of article on satellite-based train control (December 2004).

- Swiss Federal Institute of Technology (ETH), Zurich, Public Transport and Railway Engineering group: documentation of OpenTrack software package for rail operations planning and other research domains.

- Additional assignments for EEIG ERTMS Users Group (Brussels), Siemens Rail Automation (Braunschweig), RailNetEurope (Vienna), SMA und Partner (Zurich) and Systransis AG (Zug, Switzerland).

2002-2003: Euro-Interlocking (railway safety systems)

From February 2002 to December 2003, was a core team member for Euro-Interlocking, a project of the International Union of Railways (UIC) and some 30 railways and suppliers to standardise requirements for interlocking systems in Europe. Helped plan and manage the drafting, review and approval process, including expert workshops, for standards in the following areas:

- RAMS requirements (reliability, availability, maintainability and safety).

- Specifications for interfaces between the interlocking system and traffic control systems, adjacent interlocking systems, and ETCS radio block centres.

- Requirements in areas such as cross-acceptance, physical construction, environmental conditions, electromagnetic compatibility (EMC), performance, modification, lifetime, data preparation, diagnostics and juridical recording.

1997-2002: Systor AG (information technology)

From March 1997 to January 2002, with Systor AG, Switzerland (now part of Accenture), systems implementation support for clients in the financial sector. Areas of activity:

- Technical and overview documents for application development frameworks, including middleware and security components.

- Design and enhancement of user interfaces, including standards for the presentation, entry and processing of critical data.

- User's guides for applications, programmer's guides for development tools, software development guides and writer's guides, including lists of common errors to avoid.

- Terminology lists and glossaries for IT platforms and customer-facing documents.

- Software scripts to automate initial editing.

- Web publishing course at ATAG debis, Basel, Switzerland. Completed a web project on rail traffic control west of Zurich and obtained certification as Web Publisher SIZ in June 2001.

1990-97: Danzas (international transport and freight forwarding)

From January 1990 to February 1997, at the Basel world headquarters of Danzas (now DHL), wrote comprehensive user requirements for systems to market, schedule, run, track, invoice and evaluate freight services. Main activities:

- Wrote the specifications and user documentation for a new IT application to support the Danzas European express service.

- In a project with the consultants McKinsey & Co., carried out extensive analyses of shipment volumes, revenues and line costs. Specified a management information system to monitor profitability per traffic line and per customer.

- For the processing and tracking of European and intercontinental shipments, developed electronic data interchange (EDI) messages and corresponding applications and implementation instructions.

Professional experience (up to 1990)

January 1987 - December 1989:	**Institute for Transport and Planning** (now LITEP), Swiss Federal Institute of Technology (EPFL), Lausanne. Specified, developed and used IT applications for the planning of rail operations and infrastructure; programmed a complete simulation of Lausanne's TSOL light-rail line.
September 1982 - December 1986:	**Renault (logistics).** Specified and developed IT support for production planning and materials supply at the headquarters of Renault Automobiles, in Billancourt, France, and – from July 1984 onward – at Renault's Douai assembly plant in northern France.
1977-80:	**Studies on transport deregulation.** Starting in my final year at Wesleyan University, conducted studies on the deregulation of truck and rail freight transport in the US and worked as a consultant in this area in Washington DC in 1979-80.

Summers of 1976 and 1977:	**Middletown Press (daily newspaper),** Connecticut, USA (circulation at the time was 22,000). Reporter.

Higher education

- **Massachusetts Institute of Technology (MIT)**, Cambridge, Massachusetts, USA: Master of Science in Transportation, 1982. Transport management, including transport systems analysis, freight and public transport, and rail operations. Thesis: "Performance Standards for Rail Terminals: Case Studies from the US and France".

- **Wesleyan University**, Middletown, Connecticut, USA: Bachelor's degree, 1978. Major subjects: Economics, political science and history, in the College of Social Studies.

Professional and community memberships

- Alliance Française de Bâle

- Institution of Railway Signal Engineers (IRSE)

- International Association of Railway Operations Research (IAROR)

- MIT Club of Switzerland (served as Secretary 1997-2001)

- Swiss Society for Technical Communication / tecom Schweiz

- Transportation Research Board (USA); member of Local and Regional Rail Freight Transport Committee

Personal interests

My personal interests have led me to create websites on railway traffic control (http://railweb.ch/funnel/funnel.htm) and railway history (http://railweb.ch/then_now/index.htm).

References

References furnished on request.