

Adam Herst

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A results-focused technical, business, and visual communicator and open source advocate

Work Experience

SR&ED IT Technical Writer, Service Optiprint Inc., Terrebonne, QC **2022 – Present**

Contract positions with this SR&ED service bureau to the Print and Packaging industry.

- Established and implemented a process to produce SR&ED IT claim reports
- Initiate contact with client champions to identify potential SR&ED projects
- Conduct debriefings of subject matter experts for identified projects
- Research technical areas for each project and establish the technical context, development chronology, and the resultant advancement of the technological baseline
- Write structured outlines for review by subject matter experts
- Convert approved outlines into drafts that meet the CRA format for SR&ED claims

Managing Director, IT for the Arts, Toronto **2010 – Present**

Providing information technology and arts management services to arts organizations and other non-profits on a contract and as needed basis.

Project Manager/SR&ED Claim Preparer, Broadview Software, Toronto **2005 – Present**

Contract positions with this manufacturer of Broadcast Management software.

- Identified, researched, and wrote over 18 years of successful, unaudited Scientific Research and Experimental Development tax credit reports resulting in claims valued over \$10,000,000.
- Managed multi-year software deployment projects for clients that included Public Broadcast Service (PBS), Entravision Communications, and Discovery Communications by writing and maintaining all project documentation, preparing and managing budgets, staffing and leading the project team, ensuring good communication with clients and staff members, and ensuring final quality of deliverables.
- Established policies and procedures for a project management office, mentored junior project managers and business analysts, and balanced the demands for resources across competing projects.
- Documented organizational policies and procedures for staff performance management, operational policies and procedures for software development, and made and implemented ongoing recommendations for their improvement.

Festival Organizer, Toronto Performance Art Collective, Toronto **2008 –2014**

Co-produced the 7a*11d International Festival of Performance Art, a multi-day biannual festival comprising over 50 artists, speakers, and writers.

- As a founding board member, I prepared and filed all documentation to register the organization as a not for profit corporation
- As Secretary, I oversaw the filing of regulatory documents and the documentation of board meetings
- As Co-Producer, I researched and wrote applications and subsequent reports to secure municipal, provincial, and federal project and multi-year operating grants, secured and operated venues for the festival, recruited and facilitated artists for the festival, and recruited and managed festival staff and volunteers

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Vice President Product Development, Cast Software, Toronto 2002 - 2004
Managed day to day operations for this publisher of software solutions for the entertainment lighting industry.

- Implemented a quarterly product release cycle and met 8 consecutive release dates
- Wrote successful SR&ED tax credit claims and increased the value of the credits received
- Implemented a process for ongoing new product development,
- Developed and began the implementation of Cast's first 5 year strategic plan
- Resolved tensions between key management staff and the owners of the company and assisted in the withdrawal of one of the owners from day to day operations

Director Development Services, 724 Solutions, Toronto 1998 –2001
Created the Development Services department and managed over 50 employees to provide services in Configuration Management, Development Environment Support, Development Training, Translation, Information Development and Technical Publication.

Lecturer, Humber College, Toronto Fall 1998
Developed and delivered a course for adult learners in Analysis and Design for Technical Communicators.

Senior Information Developer, Solect Technology Group, Toronto 1996 – 1997
Contract to research and write development system documentation for internet billing software.

Manager Vendor and OEM Programs, SoftQuad Inc., Toronto Jan – Oct 1996
Negotiated contracts with suppliers and licensees of technology and managed the ensuing relationships.

Information Developer/Team Lead, SCO Canada Ltd., Toronto 1991 –1995
Managed a team of technical writers to research, write, format, and publish hardcopy and online documentation for the Unix development system and the IPX/SPX networking system.

Technical Publications Lead, SoftKey Software Products, Toronto 1990 - 1991
Contracts to rewrite and re-brand end user documentation for this reseller of OEM software.

Senior Technical Writer, Amdahl Canada Ltd., Toronto 1989 - 1990
Wrote development system documentation for this manufacturer of mainframe computers.

Technical Writer, Empress Software Inc., Toronto 1986 - 1989
Wrote end user and developer documentation for this publisher of a relational database management system.

Assistant Editor, TPUG Magazine, Toronto 1985 - 1986
Wrote, edited, designed layouts, and published this magazine about home and hobbyist computers.

Education

University of Toronto, Toronto 2005 – 2010
Honours Bachelor of Arts Degree with High Distinction, Specialist (Co-operative) in Arts Management, Major in Visual Art Studio

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Ontario Institute for Studies in Education, Toronto 1998 – 2000
Diploma in Adult Training and Development.

York University, Toronto 1990 – 1992
Certificate in Business and Technical Writing.

University of Toronto, Toronto 1980 – 1985
Honours Bachelor of Science Degree, Specialist in Cognitive Psychology, Major in Philosophy.

Technology Skills

Operating Systems: I am a certified Linux System Administrator and have production experience administering Windows workstations and Linux servers.

Web Software: I have production experience with HTML/CSS/PHP, Apache, and MySQL, and personal experience with JavaScript/Node, Git/GitHub/Markdown/Jekyll, Markdown/Yaml/JSON, and OpenAPI/Postman/Swagger/Stoplight/Redocly.

Office Productivity Software: I am an expert user of Word, Excel, PowerPoint, Visio, and Project and their open source equivalents.

Graphics Software: I am an experienced user of Adobe Photoshop and Illustrator and an expert user of their open source equivalents.

Certifications, Memberships, Awards, and Recent Activities

2021 – present	Contributor, tldr-pages community-driven documentation project
2020 – present	Board member and Secretary, Inter/Access artist-run centre, Toronto
2020	Developed <i>An Introduction to Generative Art</i> workshop for Inter/Access, Toronto
2018 – 2020	Linux Foundation Certified Engineer, LFCE-1800-0472-0200
2015 – present	Linux Foundation Certified System Administrator, LFCS-1500-0279-0100
2014	Community TA for Creating Site-specific Dance and Performance, Coursera
2012 – 2015	Board member and Secretary, Toronto Performance Art Collective
2010 - present	Member, Canadian Artists' Representation/Le Front des artistes canadiens
2010	Recipient of the U of T Scarborough Graduation Prize in Studio Art
2009 - 2011	Board member and Secretary, FADO Performance Inc. artist-run centre, Toronto
2008	Recipient of the University of Toronto Scarborough Krashinsky Award
2007	Recipient of the University of Toronto Scarborough Honours List Award

Other Interests

- Open source software and the Creative Commons
- Performance and generative art (www.adamherst.art)
- Recreational bicycling
- Tai Chi Chuan
- Social dancing