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Objective: Technical Writer

Summary of Skills and Education

My writing is careful, comprehensive and concise. When I am done with a document, the content is clear and presented in a manner that allows the reader to understand the information as quickly as possible.

Along with my direct experience as a technical writer, my bachelor's degree in Computer Science and my three years as a software engineer have prepared me to tackle any writing assignment with confidence. My ability to research complex topics and generate content sets me apart from most technical writers.

I am an expert user of the following applications: FrameMaker, Word, FreeHand, PhotoShop, RoboHelp and WebWorks.

Employment History

2009 to present Technical Writer MK Embedded Systems Consulting

Responsible for determining procedures for documentation creation and maintenance. In charge of all aspects of document control.

Wrote user manuals and specification guides using Microsoft Word.

2000 – 2009 Technical Writer Digi International

Responsible for documenting networking protocols, a proprietary C language, and Rabbit MPU-Based single-board computers.

Summary of Work at Digi

- Wrote and maintained hardware and software user manuals, reference guides, application notes and technical notes using FrameMaker. Illustrations were created using both Visio and FreeHand. All files were published online in pdf and HTML format. HTML files were created with WebWorks.
- Created several help files with RoboHelp which are used inside Digi's proprietary C language environment.
- Wrote documentation for the ImagineTools Starter Kit for hobbyists/college-age students interested in engineering.

- Wrote series of introductory manuals on TCP/IP, Wi-Fi and ZigBee.
- Updated old documentation to bring it into compliance with company standards.
- Developed FrameMaker, Word and WebWorks templates.
- Developed style guides for internal use
- Solved long-standing process problem, which resulted in saving a substantial amount of time: a task that took hours to accomplish by hand was automated to take no time at all.
- Proven ability to juggle multiple assignments and effectively prioritize so as to complete all tasks within their respective schedules. Stepped in and took on role as the lead writer in the middle of a new project in order to get the documentation completed in time.
- Able to gather and analyze information from subject matter experts and others to integrate into the documentation. Able to identify missing information and anticipate questions from the reader. Able to take roughly thought-out ideas and mold them into easy-to-follow instructions.
- Implemented innovative strategies to the perennial problem of getting people to do thorough reviews of the documentation.

References

Available upon request.