Andy Smith

Technical Writer

25 Bruce Court
Stonehaven, AB39 2QD
07738 998758
ajstechwriter@gmail.com   LinkedIn profile   Portfolio site

SUMMARY

Aberdeen-based technical writer with a strong background in software documentation, seeking to further develop my career in the field. Skilled in structured authoring, content review, and creating a wide range of documentation types. Recently completed online courses in web development, generative AI, lightweight markup languages, the docs-as-code methodology, and API writing best practices.

EDUCATION

EDINBURGH NAPIER UNIVERSITY — BA JOURNALISM

OCT 2000–JUN 2004

SKILLS

- Technical writing
- Structured authoring
- Single-source publishing
- Starter tutorials
- How-to guides
- Reference docs
- Style guides
- Release notes
- Content review
- Version control
- SME collaboration
- UI text refinement

TOOLS

- Paligo
- MS Office
- VS Code
- Git & GitHub
- Confluence
- JIRA
- HTML
- CSS
- JavaScript
- ChatGPT
- Markdown
- Snagit

RECENT TRAINING

- Build Responsive Real-World Websites – Udemy (in progress)
- JavaScript Fundamentals – W3Schools (Dec 2023)
- SQL Fundamentals – W3Schools (Nov 2023)
- Learning GitHub Pages – LinkedIn Learning (Jul 2023)
- Learning Git and GitHub – LinkedIn Learning (Jul 2023)
- Learn Swagger and the OpenAPI Specification – Udemy (Jun 2023)
- Learn API Technical Writing 1 – Udemy (Jun 2023)
- Learn API Technical Writing 2 – Udemy (Jun 2023)
- The Art of API Documentation – Udemy (Jun 2023)
- Introduction to Prompt Engineering – LinkedIn Learning (Apr 2023)
- Research and Write Using Generative AI Tools – LinkedIn Learning (Apr 2023)
- CSS Fundamentals – W3Schools (Apr 2023)
- HTML Fundamentals – W3Schools (Apr 2023)

EXPERIENCE

ePRODUCTIVITY SOFTWARE — Technical Writer

SEP 2023–NOV 2023

Responsible for producing and maintaining technical documentation for the company's Packaging Suite, particularly the Radius MIS software. Worked on release notes, help topics, and installation guides.

ARRIA NLG — Technical Writer

MAR 2019–MAR 2023

Wrote online starter tutorials, how-to guides, and in-depth reference materials for an NLG authoring platform (Arria Studio) and an AI-driven chatbot (Arria Answers).

Achievements:

- Restructured and expanded the Arria Studio documentation.
- Authored the company's first internal style guide.
- Collaborated with DevOps to automate publication processes.
- Improved the search and navigation features for multiple docsets.
- Created highly customised style sheets for multiple docsets.
- Learned and documented a proprietary language.

OCEANEERING — Technical Author

APR 2018–DEC 2018

Produced e-Learning training videos and supporting documents for the roll out of Inform Inspect, a new asset integrity system.

Achievements:

- Delivered all training materials on time.
- Created all internal templates for the project.
- Quickly adapted to new tools, such as Adobe Captivate.
- Addressed challenges posed by Agile working.
- Served as a de facto tester, identifying many bugs.

INTERMOOR — Document Controller

JUN 2017–FEB 2018

Managed all document control duties for a well abandonment project. The project involved decommissioning subsea wells for Centrica.

MARITIME ASSURANCE & CONSULTING (MAC) — Technical Author

NOV 2014–APR 2017

Provided technical authoring and document control support to the Dynamic Positioning, Engineering, and Marine departments.

SUBSEA 7 — Group Quality Systems Administrator

JAN 2014–NOV 2014

Administered the company's global Business Management System using AgilityBMS and controlled all Operations documents.

VARIOUS COMPANIES — Disability Care Worker

2005–2013

Cared for adults and young people with physical and/or intellectual disabilities. Specialised in caring for young men who had been diagnosed with autism.