Andrew DiMola

Technical Writer
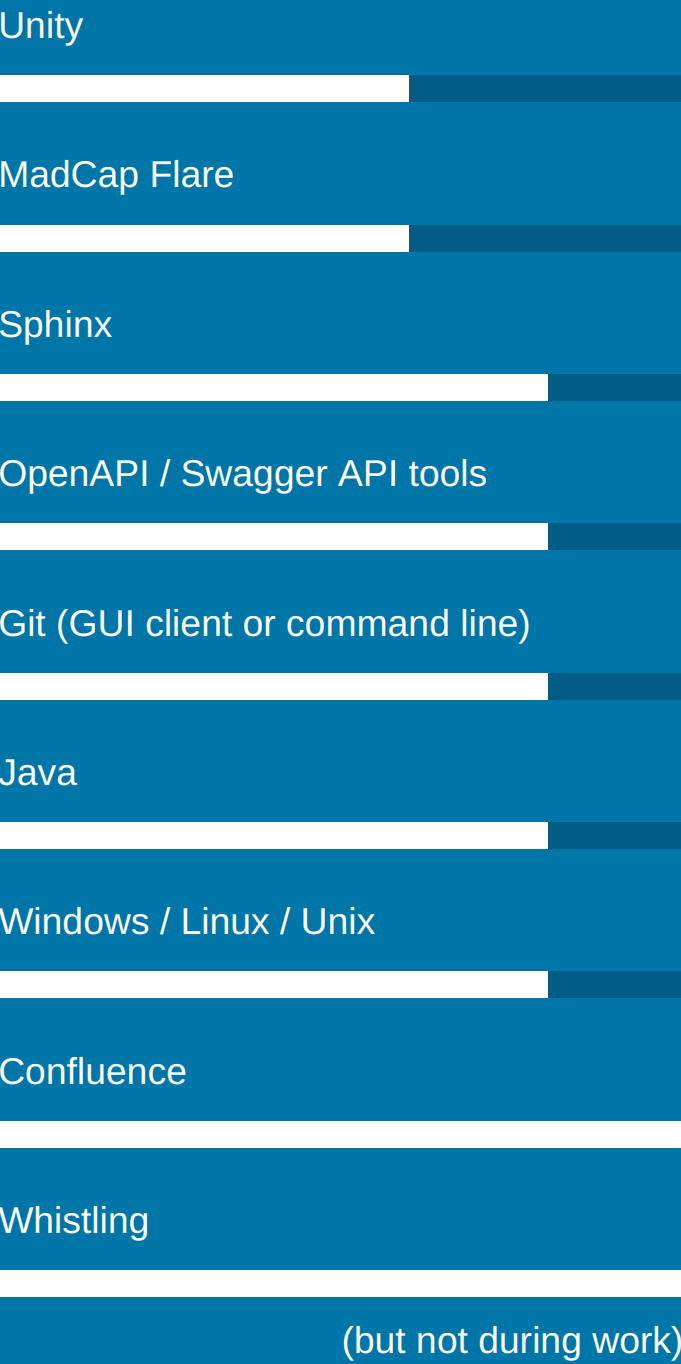

Personal Info

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Phone

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E-mail

andrewdimola@gmail.com

LinkedIn

linkedin.com/in/andrewdimola/

Skills

Unity

MadCap Flare

Sphinx

OpenAPI / Swagger API tools

Git (GUI client or command line)

Java

Windows / Linux / Unix

Confluence

Whistling

(but not during work)

I started working as a technical writer about three years ago after studying computer science in college. While at my first job working as an application developer, I realized that I didn't just like solving problems: I loved the process of collecting information to solve those problems. Even more, I loved becoming an expert on whatever it was I was developing for. So I started writing documentation. Then I moved to a career where that became the focus of my day-to-day work. I'm not just a great technical writer because I come from a technical background; I'm a great technical writer because I'm genuinely interested in how things work, and how to explain them in the most effective and concise manner.

Experience

May 2017 - present

Technical Writer

Pitney Bowes

Responsibilities

- Documents product releases and supporting product documentation for the Pitney Bowes Cross-Border and Pitney Bowes Complete Marketplace global ecommerce solutions *(with Confluence and MadCap Flare)*
- For the Cross-Border product, communicates product releases, product downtime, system maintenance, and other special announcements to clients *(with Salesforce and MailChimp)*
- Assists with product documentation for the Pitney Bowes Shipping Services APIs *(with Sphinx)*
- Manages 13 supported languages for the Borderfree Envoy checkout *(with Git and SDL TMS)*
- Assists with A/B tests for the Borderfree Envoy checkout *(with AB Tasty and jQuery)*

Achievements

- Reduced call volume in Borderfree call centers by ~35% by converting webinar videos into bite-sized tutorial videos and hosting those videos for self-service learning
- Created a self-sufficient process for updating translations files hosted in the Borderfree Envoy checkout repository, eliminating the need to email translations files to developers via email

Dec 2015 - May 2017

Technical Writer

Sagitec Solutions

Responsibilities

- Led training sessions and software demonstrations prior to new produce releases for the Sagitec Solutions Neospin pension administration solution
- Designed and copy-edited user guides and mock software simulations *(with Microsoft Word and Adobe Captivate)*
- Developed interactive eLearning courses and software tutorial videos *(with Articulate Storyline 2 and Adobe Captivate)*

Achievements

- Acted as a subject matter expert and daily resource for over 300+ client employees

Jul 2014 - Jul 2015

Application Developer

SEI Investments

Responsibilities

- Worked as a middleware developer and, at times, front-end developer for the SEI Investments Wealth Platform, assisting with the desktop and mobile application *(with Java, J2EE, JavaScript, and XCode)*

Achievements

- Created documentation that reduced the onboarding process for new developers from one week to 2-3 days

Education

Aug 2010 - May 2014

University of Delaware, Newark, DE

- Bachelor of Science in Computer Science
- Concentration in Game Design with a focus on Artificial Intelligence