

# JOHN HANSEN

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Portfolio: <https://bit.ly/43PWJau>

## SUMMARY OF QUALIFICATIONS

I am a technical writer with over 15 years of experience in technology. I combine my programming, user experience, and communications skills to evaluate and analyze complex technical information in easily understandable language that always keeps the audience's needs first. I work to become an expert in the areas I am tasked with documenting.

### Freelance Technical Writer | Walnut Creek, CA

September 2022 – Present

- Draft, maintain, and edit user guides, technical documentation, video tutorials, interactive tutorials, product requirements, website help documents, announcements, and troubleshooting guides. Provide working code samples in the documentation in coordination with engineering and design departments.
- Collaborates in a cross-functional environment with stakeholders, including developers, product management, and other subject matter experts (SMEs), while writing and editing technical content.
- Research technical support documentation and support editing, refining, and modifying content.
- Conduct internal and customer project and review meetings.
- Experience writing developer documentation and advocating for developers.
- Support editing and updating technical documentation, follow style sheet guidelines, and ensure clarity and consistency for various audiences.
- Experience documenting API's and using API's.
- Experience with Jira, Confluence, HTML, CSS, JavaScript, Adobe Acrobat, PowerPoint, Java, Markdown, DITA, and Git.
- Proactively manage and coordinate multiple projects independently and deliver documents on time and accurately.
- Provide recommendations to address client issues based on my understanding of technical details and how the documentation fits within the context of the client's related projects.

### Front End Developer | VMLY&R Health, San Francisco, CA

June 2018 – July 2022

VMLY&R was formed from a merger of Young & Rubicam and VML in 2018.

- Worked closely with development, design, and product management to build over 30 pieces of web content per year. Scope of work included websites, landing pages, videos, web/mobile applications, responsive emails, and animated banners. Technologies included JavaScript ES6, TypeScript, Angular CLI, HTML5, CSS, GIT, XML, Veeva Vault, Veeva CRM, Adobe Creative Suite and Articulate 360.
- Wrote and edited technical requirements documents, installation instructions, scripts, release notes, and user guides for multiple projects, including an educational presentation for Pfizer vaccines built in Articulate 360, distributed nationwide to over 41,000 locations.
- I managed the documentation process of the apps I built, from project planning and priorities to end-user guides.
- Updated, improved, and restructured existing documentation in Confluence and Jira to be more precise and concise.
- Prioritized deadlines and independently worked on multiple deliverables in an Agile environment.

Clients included Johnson & Johnson, Pfizer, Genentech, Novartis, and AstraZeneca.

- Proofread, reviewed, edited, provided feedback, and updated engineering department documentation in Confluence.
- Developed websites and touch-screen applications for pharmaceutical clients using JavaScript ES6 and Angular CLI.
- Developed project objectives, priorities, and timelines in an Agile environment.
- Mentored and guided new employees, contractors, and interns on new projects, engineering department procedures, and workflows.
- Developed presentations and training materials about recent engineering projects for quarterly company meetings with over 200 participants.

## EDUCATION

BA, Communications | University of San Francisco, San Francisco, CA

## ADDITIONAL COURSEWORK

Technical Writer Certification, Technical Writer HQ 2023

Java Programming I and II, San Francisco State, San Francisco, CA

SEO Certification, Hubspot 2023

Additional UX coursework, Career Foundry, 2018

## VOLUNTEER WORK

Currently contributing developer documentation to open-source projects in GitHub.

Web development, UX, accessibility, and technical writing for the Hatlen Center for the Blind, San Pablo, CA

Copywriter and editor for on-air announcers, KUSF, San Francisco, CA

## WRITING SAMPLES

### [Developer documentation of an automatic build process](#)

This document describes an automated build process using Gulp.js to generate dynamic HTML emails from a combination of template, style, HTML, JavaScript, and image files. The intended audience is a developer experienced with JavaScript without using automated build tools such as Gulp.js.

### [Git Repo fork and clone instructions](#)

These instructions are for an open-source project on GitHub that I am contributing to. The instructions are intended for new developers contributing to the project. The instructions show how to fork a new branch in Git from the master repository branch and then clone the forked repository to their local machines.

### [API Reference](#)

This site is a simple API reference for a site that allows users to search for books, similar to an online library.

### [SDK Initialization Instructions](#)

This document is a work in progress and is part of a larger group of documents for an open-source SDK written in PHP. This SDK is for developers building and interacting with applications in "[The Open Network](#)" blockchain ecosystem.

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### [Market Requirements document](#)

This requirements document was written as a freelance web developer for an East Bay non-profit. I was responsible for web development, user experience, and product management. The audience for this document was the rest of the staff members, the designers, and the content writers on the project.

### **Product Requirements document**

This product requirements document is for the same project as the market requirements document above. The goal of this document is to codify the scope, features, and technologies that will be used for the website project. An additional goal is to specify release criteria and success metrics.

### **Full Writing Samples Portfolio**