

Caitlyn Johnston, MBA

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Senior Technical Writer

Toughest challenges:

- ◆ Working with international technical writing team (Switzerland, Germany, and Poland in English and German) to unify documentation
Result: Formed cohesive international standards, nomenclature, and style guide.
- ◆ Analyzing client databases and reports in the context of their business requirements, thus ensuring a solid match that optimized our SaaS solutions to their regulatory requirements. Collaborating with the stakeholders and our Development teams
- ◆ Originating documentation and training materials from scratch for our Cloud-Based SaaS Sql database from only 4 user manuals and a dozen help files that were five years out of date and no training materials
Result: Produced 39 admin and user manuals for the various processes and modules, and training curricula and materials for 6 different levels of users including internal new hires, complete with professional level certification exams and quizzes.
- ◆ For the most complicated process, the document went from the original half-page to 32 pages
- ◆ Other documentation included in-house engineering documentation, 400+ Help and FAQs, RFPs and more

Education

- ◆ MBA from the University of Phoenix - Tucson, AZ
- ◆ BA from the University of Arizona - Tucson, AZ
English, German, and Equine Pre-Veterinary Sciences

Technical Skills

Document Types Delivered:	Help pages and training material unique to each client's custom-tailored SaaS solution for their individual regulatory and business requirements. Wi-Fi. Cloud-Based deployment instructions, release notes, help files, reference materials, user and administrator's guides, procedure manuals, and in-house process engineering manuals. This is for SaaS products, consumer electronic products, medical device and mobile apps.
Tools Used:	Waterfall and Agile/Scrum methodologies. Adobe Acrobat Professional and Distiller; FrameMaker, Microsoft Office (Word, Excel, PowerPoint), Paint, PhotoShop, Google Docs and Chrome; TechSmith Snag-It; RoboHTML, DITA, SQL DB, Visio, Sun Office Suite; ScreenHunter, XML, IBM Lotus, SharePoint, and Webex.
Delivery Media:	PDF; CHM Help; HTML Help; .doc; .docx; .xls; .xlsx; .odt; .ods
Technical Knowledge:	Cloud-Based technologies. SDLC. Microsoft Windows operating system; Microsoft SQL Server database management system (DBMS); client-server architecture; HTML; XML. Ability to read code such as Java, JavaScript, Jasn, Ajax, C++, etc.

Professional Summary

Technical Writer and Trainer with over 10 years' professional technical experience, including:

- ◆ Training and mentoring technical writers
- ◆ Plan, collaborate, and provide technical publications deliverables with my technical writing team
- ◆ Coordinated with stakeholders, and members of other teams, such as those in development, QA, training, marketing, and support
- ◆ Performed Business Analysis and Writing
- ◆ Create or modify procedures to perform routine and complex data analysis, generating both standard and ad hoc reporting
- ◆ Work with developers, technical writers and end-users to ensure technical compatibility and user satisfaction when implementing systems
- ◆ Beta testing software; UI improvement. Reviewing code (embedded Perl, Perl, C++, PHP, JavaScript, HTML) for in-depth understanding of logic, methodology, and functionality
- ◆ Maintained, improved, and originated unique as well as generalized documentation for the above-mentioned projects, such as Cloud-Based SaaS user's guides, administrator's guides, implementation manuals, installation guides, configuration guides, reference guides, and release notes for both Windows and Cloud-Based software
- ◆ In-house process and engineering documentation
- ◆ Documenting full SDLC, both waterfall and Scrum, all Cloud-Based SaaS
- ◆ Trained newly hired colleagues and new as well as existing. And provided refresher trainings for existing and advanced users
- ◆ Trained 200+ new clients

Experience

TuSimple, Inc. Tucson, Az

June 2021 – March 2022

Senior Technical Writer/Technical Writing Team. Updated and created documentation for both artificial intelligence and perception technology, both hardware and software.

- ◆ Engineering diagrams
- ◆ Flowcharts
- ◆ End user guides
- ◆ Engineering documentation
- ◆ User Manuals
- ◆ Install Guides
- ◆ Admin Install Guides
- ◆ Quick Start Guides
- ◆ Deployment and integration documentation

Mettler-Toledo, Columbia, Md

October 2017 – December 2020

Technical Writing Team. Updated and created documentation for both hardware and software for the following chemistry lab equipment for observing reactions and collecting data in real time.

Worked with the documentation team in the Swiss headquarters in German. Mentored ESL engineers and technical writers in technical English.

- ◆ iC Raman
- ◆ iC IR
- ◆ iC Vision
- ◆ ReactIR 702
- ◆ ReactRaman 785
- ◆ User Manuals
- ◆ Install Guides
- ◆ Admin Install Guides
- ◆ Quick Start Guides
- ◆ Quick Reference Guides
- ◆ Online help files
- ◆ Dip Pipe Installation
- ◆ Technical bulletins for service personnel
- ◆ Reaction Analysis Performance Specifications
- ◆ Vial Kit Use for Routine Sampling
- ◆ Internal organization announcements
- ◆ Fiber Test Fixture Manufacturing Procedure

Voca (Client: Thomson Reuters), Los Angeles Ca

March 2016 – June 2017

Technical Writing. Editing and writing user manuals and release notes at Thomson Reuters for developers and end-users. These are Hadoop-based.

Documentation Team

As an Knowledge Base Admin, managed more than 80 articles since January 2017

- ◆ Created unique articles
- ◆ Updated/Edited existing KB articles

3E Help Files

- ◆ Troubleshooting and fixing over 500 Help files in 52 manuals

Updated Workspace User Guide, Workspace Designer Guide, Release Notes and Pre-Release Notes

- ◆ Created five Workspace Quick Start Guides
- ◆ Edited Workspace docs on The Hub
- ◆ Updated 3E Release Notes
- ◆ Updated WebView Release Notes
- ◆ Edited Vantage PPT decks

Technical Writer Training: Mentoring a fellow TR employee, Daniella Tsar, a Data Scientist.

UX Team: Content Strategy assessment and editing

Nulinx International, Inc. Tarzana, Ca

July 2008 – August 2015. Full time

Technical Writing, Training and Business Analysis for the Cloud-Based SaaS COPA SQL database software.

Technical Writing and Business Analysis

- ◆ Documenting full SDLC. All documentation is for Cloud-Based SaaS
- ◆ Maintained, improved, and originated user's guides, administrator's guides, implementation manuals, installation guides, configuration guides, reference guides, and release notes for the COPA SQL database. Delivered content as PDF and Cloud-Based help files
- ◆ Maintained and rewrote for clarity and accuracy guides for implementing, configuring, customizing and upgrading billing system module
- ◆ Rewrote for accuracy and clarity all the original Cloud-Based FAQ library and help files, Admin manuals and user manuals
- ◆ Beta testing and UI improvement

39 Cloud-Based Documentation Management Projects for SaaS, including originating and maintaining

- ◆ 436 FAQ & help files
- ◆ Deployment and integration documentation
- ◆ The Master In-House/Process Engineering Manual
- ◆ Information mapping documentation and user manuals
- ◆ Professional Development User Manual
- ◆ Inventory and Asset Management Admin and User Manuals
- ◆ Site Monitoring and Self-Assessment Configuration and User Manuals
- ◆ The database Rollover Process Admin User Manual

Technical Training and Instructional Design Achievements

- ◆ Training newly 4 hired colleagues
- ◆ Training over 200 clients on 15 different SQL modules
- ◆ Lead training seminars at the annual Conference.
- ◆ Designed instructional materials and providing training for 8 different levels of users: New hires, new client hires, refresher trainings, sale team training, and for Admin and SuperAdmin, HR managers, health managers, and case managers.

Training Summary

- ◆ Admins and SuperAdmins. This is a four-hour training.
- ◆ Lower-level users - a three-hour training. These can be broken out be specific areas to suit the clients' needs. The shortest of these is 20 minutes.
- ◆ Internal newly hired Support, Development Team and Sales colleagues.
- ◆ For all levels of training, this includes follow up Q&A sessions, customization request conference calls, and trainings that follow quarterly major Updates based on the release notes.
- ◆ Trainings are all conducted either in person onsite, or via Webex.

Volunteering

Irish Arts and Entertainment Magazine

July Issue 2016

Freelance Movie review editor. "Film Review: My Name is Emily Leaves Poetry in Its Wake".

Celtic Family Magazine. Los Angeles, Ca

January 2014 – December 2014

Media Reviews Editor

Reviewed new or soon to be released CDs, Movies, Books, Games, etc. that are Celtic-focused having come from either Wales, Cornwall, Ireland, Scotland, Isle of Man, or Brittany.

- ◆ Celtic Garden HD2 for mobile devices. Inspired by the developer's visit to Ireland, this is a great live wallpaper app. Its beautifully rendered 3D garden is artfully animated with a nice variety of themes. The flora and fauna are lifelike and rich in color, the images are crisp and large enough to be easy to see, and the details are generous and interesting.
- ◆ Bran's new CD *Le Carnet Noir*. This is a gorgeous album from Prague with vibrant, traditional tunes interspersed with innovative Celtic jazz.
- ◆ Living Language Irish Completed Edition. This is Irish language software with accompanying online classes and support.

Certificates & Awards

- ◆ LinkedIn management training class *Becoming a Manager Your Team Loves* by [Eric Zackrison](#) November 2021
- ◆ Mettler-Toledo in-house management training classes April 2020
- ◆ HIPAA Basic certification. HIPAA Group, Inc. 11 December 2013
- ◆ Facilitated a workshop on grammar at the Toastmasters Leadership Institute. 26 January 2013
- ◆ 2nd Place Trophy - Toastmaster's International Humorous Speech and Evaluation Contest. 2 September 2012
- ◆ Outstanding Achievement. Motorola's Satellite Communications Information Technology Systems and Solutions August 1998
- ◆ Certificate in German as a Foreign Speaker. Goethe Institut (sic), Los Angeles, Ca December 1992
- ◆ My first technical article, "An Equine Lexicon", was published in the Tucson Citizen Newspaper. Age 12.