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Technical Content Editor/Writer

Specialties: SaaS/AWS, B2B, medical devices, analytical chemistry devices, DITA, and Technical Training material

Toughest challenge: Analyzing client databases and reports, and creating documentation and training materials for a Cloud-Based SaaS Sql database from only four user manuals and a dozen help files that were five years out of date and no training materials.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 six 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 International Business
- ◆ BA from the University of Arizona - Tucson, AZ English, German and Equine Pre-Veterinary Science

Technical Skills

Document Types Delivered:	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. Version Control software and best practices. Confluence. LucidChart. Adobe Acrobat Professional and Distiller; FrameMaker, RoboHelp, InDesign and PhotoShop. Camtasia, Microsoft Office, Paint, Mozilla FileZilla and Firefox; Google Docs and Chrome; TechSmith Snag-It; Schema ST4 DITA XMetaL , SQL DB, Visio, Sun Office Suite; ScreenHunter, XML, SharePoint, Slack. and Webex, Zoom and Teams.
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 Perl, Perl, C++, PHP, JavaScript, HTML, CSS, Java, JavaScript, Jasn, Ajax, C++, etc.

Professional Summary

Technical Content Editor/Writer and trainer with more than 10 years' professional experience, including:

- ◆ Preparation for and compliance with governmental and international regulatory bodies Federal and State audits and reporting, e.g. USFDA, ISO9000, and CE (European Commission)
- ◆ Work with engineers and end-users to ensure technical compatibility and user satisfaction when implementing systems
- ◆ UI improvement analysis. Reviewing embedded code for in-depth understanding of logic, methodology, and functionality
- ◆ Performed Business Analysis and writing for customized software projects
- ◆ Coordinated with members of other teams, such as those in programming, QA, training, marketing, and support
- ◆ Beta testing and submitting recommendations for improvements to the development team
- ◆ Documenting full SDLC, both waterfall and Scrum, all Cloud-Based SaaS
- ◆ Originated multiple users' and administrators' guides (in both PDF and Cloud-Based help format)
- ◆ In-house process and engineering documentation
- ◆ Involved in the entire life cycle of production while delivering wide range of document types for both end and internal users, in both print and Cloud-Based help formats
- ◆ Maintained, improved, and originated 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
- ◆ Trained newly hired colleagues and new as well as existing. And provided refresher trainings for existing and advanced users
- ◆ Trained 200+ new clients
- ◆ Wi-Fi and wired products
- ◆ Create or modify procedures to perform routine and complex data analysis, generating both standard and ad hoc reporting
- ◆ Client-server and Cloud-Based models as well as in-house technologies and legacy systems.

Experience

TuSimple. Tucson, Az. Remote.

June 2021 – Current

Senior Technical Writer / Editor. Developing innovative document formats. Style Guide correction. Write, maintain and edit dozens of documents including:

- ◆ Hardware User Manuals
- ◆ Online software help files
- ◆ Quick Start Guides
- ◆ Blog posts
- ◆ White papers
- ◆ KPI reports
- ◆ Policy documents
- ◆ In-house processes
- ◆ Engineering processes
- ◆ Converted other departments' documents to Confluence
- ◆ Set up Knowledge Base structure for other departments
- ◆ Create Team and Department pages in Confluence

Mettler-Toledo AutoChem, Columbia, Md

October 2017 – December 2020

Technical Writer / Editor. *In situ* analytical chemistry laboratory equipment. ISO 9000 and CE compliance. Style Guide correction.

- ◆ Edited and corrected training material for field service engineers.
- ◆ Updated and created documentation for both hardware and software for the following chemistry lab equipment for observing reactions and collecting data in real time.
- ◆ Converted documents to [Schema ST4 DITA XMetaL](#) system.

I also worked with the documentation team in the Swiss headquarters in German.

User Documentation...

...for the following products:

- ◆ Hardware User Manuals
- ◆ Online software help files
- ◆ Install Guides
- ◆ Admin Install Guides
- ◆ Quick Start Guides
- ◆ Quick Reference Guides
- ◆ [ReactIR 701L and 702L probes](#) with [iC IR software](#)
- ◆ [ReactRaman 785 probe](#) with [iC Raman software](#)
- ◆ [EasyViewer 100 probe](#) with [iC Vision software](#)
- ◆ [EasyViewer 400](#) with [iC Vision software](#)
- ◆ [See an Overview of iC software](#)

Additional Supplemental documentation:

- ◆ 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

MPS-Baltimore. Baltimore, Md

July 2017 – October 2017

Short-Term Contract: Technical Writing and Business Analysis. Creating government-compliant administrative manuals, user guides, new hire training material and program, and new client educational material. Preparation for and compliance with governmental and international regulatory bodies Federal and State audits and reporting.

Voca (Client: Thomson Reuters). Los Angeles Ca

March 2016 – June 2017

Technical Editor/Writer. Editing and writing user manuals and release notes at Thomson Reuters for developers and end-users.

Documentation Team

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

- ◆ Created unique articles
- ◆ Updated/Edited existing KB articles
- ◆ Style Guide correction.

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

Mentoring: Mentoring a fellow TR employee, Daniella Tsar, a Data Scientist, in writing.

UX Team: Content Strategy assessment and editing.

Nulinx International, Inc. Tarzana, Ca

July 2008 – August 2015.

Technical Editor/Writer, Instructional Design, Training and Business Analysis for [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, accuracy and compliance various guides for implementing, configuring, customizing and upgrading billing system module
- ◆ Preparation for and compliance with Federal and State audits and reporting
- ◆ Rewrote for accuracy and clarity all the original Cloud-Based FAQ library and help files, and user manuals
- ◆ Beta testing & UI improvement

- ◆ Business analysis: Crafted responses to RFPs
- ◆ Performed Business Analysis and writing for customized software projects

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

- ◆ Preparation for and compliance with Federal and State audits and reporting
- ◆ 436 FAQ & help files
- ◆ Deployment and integration documentation
- ◆ The Master In-House/Process Engineering Manual
- ◆ Report mapping documents and user manuals
- ◆ Volunteer Tracking Admin and User Manuals
- ◆ Professional Development User Manual
- ◆ Inventory and Asset Management Admin and User Manuals
- ◆ Site Monitoring and Self-Assessment Configuration and User Manuals
- ◆ Release notes
- ◆ 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

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. [See a copy on Amazon.com](#).

Certificates & Awards

- ◆ Double certificate in [Schema ST4 DITA XMetaL](#) system editor system July 2018 and August 2018
- ◆ 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
- ◆ Certificate in German as a Foreign Speaker. Goethe Institut (sic), Los Angeles, Ca December 1992