

DAN MARCHILDON

Technical Writer and Communicator—Marietta, GA

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EXPERIENCE

Genuine Parts Company, Atlanta, GA (March 2019-Present)

APG IT Technical Writing Intern

A part of the team developing NAPA's new in-store system—RPM (Real-Time Parts Management) and the Store Technology Product Team. Collaborated with subject matter experts and product owners to create, edit, and validate content for RPM user guides.

Drafted weekly RPM release notes through use of Confluence and JIRA. Provided technical writing for quick reference guides, knowledge documentation, RPM power point presentations, and error message verbiage.

EDUCATION

Kennesaw State University (2013-2018)

BS Technical Communication

Georgia Highlands College (2010-2012)

COURSES

- **Technical Writing**
 - Informed my writing to focus on audience and the user. I learned to leverage content through documentation and utilize my writing to make information accessible and usable.
- **Technical Editing**
 - Helped to reinforce and improve my technical writing through comprehensive, multilevel editing of documents.
- **Usability Testing**
 - Project focused course where I collaborated with classmates to test an app's user accessibility, which resulted in a report that analyzed and discussed possible ways to improve its usability.
- **Instructional Design**
 - Created learning experiences and visual product instructions that were designed to help develop and deliver knowledge.
- **Visual Design**
 - Developed skills with various software programs for typeface, document layout, and logo design used in branding.

SKILLS & SOFTWARE

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|-------------------------------|--------------------------|
| • Technical Writing & Editing | • Microsoft Office Suite |
| • Usability Testing | • Adobe Photoshop |
| • Video Editing | • Adobe InDesign |
| • Instructional Design | • Adobe Illustrator |
| • HTML/CSS | • MadCap Flare |

AWARDS

- GHC Honors Society: Excellence in English Studies
- KSU President's and Dean's List