GRAHAM FREDRICKSON

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SUMMARY

As a detail-oriented technical writer and editor, I bring extensive experience in crafting customer-focused software and hardware documentation. My excellent written and verbal communication skills enable me to effectively convey complex information to diverse audiences. I thrive in collaborative environments, having successfully partnered with team members across the globe to deliver high-quality materials on time, even under pressure. With a solid background in planning, team leadership and management, I consistently demonstrate my ability to drive projects forward while maintaining a commitment to clarity and precision in all documentation.

TECHNICAL SKILLS

Adobe PageMaker	Adobe FrameMaker	CMVC	Confluence	Corel WordPerfect
DITA	Epic Editor	GitHub	Google Docs	HTML
MadCap Flare	Markdown	Microsoft Azure	Microsoft SharePoint	Microsoft Visio
Microsoft Visual Studio	Oxygen XML Author	TechSmith Camtasia	TechSmith Snagit	TFS Workbench

PROFESSIONAL EXPERIENCE

PLAYSTUDIOS Austin, Texas   Senior/Lead Technical Writer   2022 – 2024

- Worked with Agile/SCRUM methodologies.
- Managed three distinct Help sites published from multiple libraries in the content management system.
- Collaborated with Product Owners and Development teams quarterly to prioritize upcoming user stories, assess dependencies, identify risks, and determine specific deadlines.
- Worked closely with cross-functional teams across the globe to gather information and develop content.
- Collaborated with development teams directly in the product codebase using version control systems.
- Used Microsoft Azure DevOps to manage documentation projects through to delivery.
- Enhanced documentation team processes and developed internal style guidelines to improve consistency and efficiency.
- Created user-friendly templates to facilitate consistent content submissions from contributing teams.
- Ensured the quality and consistency of API and SDK documentation through detailed review and editing.
- Edited and proofread all supporting materials and content to ensure accuracy, clarity, and consistency.
- Developed comprehensive functional documentation for multiple game portals.
- Promoted to Lead Technical Writer, January 2024.

IBM Austin, Texas   Technical Writer – Contractor   2020 – 2022

- Authored detailed remove-and-replace procedures for individual POWER systems components to ensure accuracy and ease of use.
- Developed comprehensive expansion-unit documentation for POWER Systems hardware, supporting both internal teams and end-users.

ADVANCED SOLUTIONS INT'L   Senior Information Designer   2012 – 2020
Austin, Texas
- Worked with Agile/SCRUM methodologies.
- Worked closely with cross-functional teams across the globe to gather information and develop content.
- Served as the sole technical writer for multiple remote development teams across Australia, New Zealand, and the United Kingdom, documenting new enhancements and features concurrently.
- Managed two distinct branches published from a single-sourced central library in the content management system.
- Conducted product testing to ensure accuracy and functionality of documentation.
- Wrote, narrated and edited videos for training and software demonstrations.

ORACLE Austin, Texas   Senior Technical Writer   2006 – 2012
- Authored back-end documentation for Oracle Retail Strategic Stores Solutions and Oracle Retail Store Inventory Management applications as part of the Retail Global Business Unit (RGBU).
- Wrote comprehensive implementation guides including the Retail POS Suite Implementation Guides (Volumes 1 and 2) and the Retail Store Inventory Management Implementation Guide (Volume 4).
- Translated complex design documentation from developers and system architects into clear, customer-oriented documentation for Strategic Stores Solutions and Store Inventory Management.
- Revised and updated documentation for defect-fix patch releases for both the Strategic Stores Solutions suite and the Store Inventory Management application, highlighting business and customer impacts for each defect resolved.

IBM Austin, Texas   Technical Writer   2000 – 2006
- Converted complex design documentation from developers and system architects into clear, customer-facing product documentation for multiple Information Units.
- Developed comprehensive documentation for several new Fix Packs, streamlining cross-platform Fix Pack README files and reducing the Information Development workload.
- Sole technical writer for IBM Tivoli Directory Integrator across releases 4.7, 5.1, 5.1.1, 5.1.2, and 5.2, delivering all releases within an 18-month timeframe.
- Created an Information Development Plan to guide the creation of all Information Units for each release, ensuring compliance with ISO 9000 standards.
- Coordinated and managed documentation review, translation, and publishing schedules to ensure high-quality, on-time product delivery.
- Worked closely with cross-functional teams across the globe.
- Sole editor for a team of 20 writers, managing the editing of an average of 600 pages per month.
- Coordinated editing schedules to ensure timely completion of all documentation, enabling writers to meet strict deadlines.
- Reviewed and edited all documentation produced by the team, ensuring compliance with IBM's high standards and quality guidelines.
- Led training sessions and seminars to keep writers updated on changes to IBM Style guidelines, ensuring consistent adherence to new standards and best practices.

EDUCATION
Bachelor of Science, English (Professional Writing).
Utah State University, Logan, Utah, December 1999.