GRAHAM FREDRICKSON

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SUMMARY

An accomplished and 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

ADE	Adobe PageMaker	Adobe Acrobat	Adobe FrameMaker
CMVC	Confluence	Corel WordPerfect	DITA
HTML and SGML	ID Workbench	Lotus Notes	Epic Editor
GitHub	MadCap Flare	Microsoft Azure	Microsoft Excel
Microsoft PowerPoint	Microsoft Visio	Microsoft Visual Studio	Microsoft Word
Oxygen XML Author	TechSmith Camtasia	TechSmith Snagit	TFS Workbench

PROFESSIONAL EXPERIENCE

PLAYSTUDIOS Austin, Texas   Lead Technical Writer   2024

- Promoted to Lead Technical Writer, January 2024.
- Managed a junior writer, fostering skill development and ensuring alignment with editorial standards and goals.
- Collaborated with Product Owners and Development teams quarterly to prioritize upcoming user stories, assess dependencies, and identify risks from a documentation perspective.
- Utilized MS Azure DevOps to manage, organize, and track documentation projects throughout the development lifecycle, ensuring timely 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.
- Completed the playLEADS Development Program, the PLAYSTUDIOS in-house management training program.

PLAYSTUDIOS Austin, Texas   Senior Technical Writer   2022 – 2024

- Worked with Agile/SCRUM methodologies.
- Created and refined HTML cover pages to ensure consistent design and functionality.
- Ensured the quality and consistency of API and SDK documentation through detailed review and editing.
- Engaged in regular team meetings to report on project status and gather critical information for alignment across projects.

- Edited and peer-reviewed all supporting materials and content to ensure accuracy, clarity, and consistency.
- Developed comprehensive functional documentation for multiple game portals, outlining features and user interactions.
- Worked closely with cross-functional teams – including engineers, stakeholders, and subject matter experts – to develop high-quality content.

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.
- Trained and onboarded new contractors on IBM's procedures, policies, and documentation standards.

ADVANCED SOLUTIONS INT'L   Senior Information Designer   2012 – 2020
Austin, Texas
- Collaborated with developers to create and maintain the iMIS SDK Developer Guide, documenting the iMIS REST API and SOA web services.
- Served as the sole technical writer for five remote development teams across Australia, New Zealand, and the United Kingdom, documenting new enhancements and features concurrently.
- Produced comprehensive documentation for Help sites, managing two distinct product code branches published from a single-sourced central library.
- Wrote various types of documentation, including Installation Guides, Upgrade Guides, task-based procedures for administrative staff sites and end user-facing public sites.
- Worked with Agile/SCRUM methodologies.
- Conducted product testing to ensure accuracy and functionality of documentation alongside development efforts.
- Contributed to the creation of educational videos for complex concepts, including writing and editing scripts, as well as narrating the content.

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

- Worked on InfoCenter documentation for several topics related to iSeries and pSeries hardware.
- Worked on expansion-unit documentation for iSeries and pSeries hardware.
- Worked on data-protocol adapter information for iSeries and pSeries hardware.
- Converted complex design documentation from developers and system architects into clear, customer-facing product documentation for multiple Information Units, including:
    - Performance Tuning Guide
    - C-Client SDK Programming Reference
    - Server Plug-ins Reference
- Developed comprehensive documentation for several new Fix Packs, streamlining cross-platform Fix Pack README files and reducing the Information Development workload by 75%.
- 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.
- Developed comprehensive end-user documentation for a database-integration application, including:
    - All product Help panels
    - Getting Started Guide
    - Users Guide
    - Administration Guide
    - Reference Guide
    - Readme
- Created the 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.
- Collaborated effectively with global teams, including:
    - Developers in Norway and Bulgaria
    - Testers in India
    - Project Managers and Marketing in North Carolina
- Joined the IBM Directory Server team to establish the foundation for the IBM Tivoli Directory Integrator Information Development team.
- 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.